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ABSTRACT

Throughout 1999 and 2000, 234 academic institutions in Canada--66 university libraries and 168 college libraries--were asked to respond to a survey of library services for off campus users. Previous surveys were conducted in 1984 and then again in 1988. It was felt that with the advent of the World Wide Web, increased levels of library automation, and evidence of cooperative activities in time of economic restraint, that there would be sufficient changes to warrant a "third" survey 11 years later. Also, since the 1984 and especially the 1988 surveys were comparative, it would be beneficial to everyone if the 1999 survey provided "descriptive" information about each institution's off campus library support program as well as comparative data with the 1984 and 1988 surveys. Forty-four of 66 (67%) university and 24 of 168 (14%) college libraries responded to the survey enquiry. Of these, 34 (52%) of university and 18 (11%) of college libraries indicated that they did provide off campus library services. Responding institutions provided information regarding the number of off campus courses supported and average numbers of off-campus students. Academic libraries responded to questions relating to their use of core off-campus collections; the number of "known item" and "subject" requests received; their toll-free phone service; the advertising and promotion of off campus library services; the professional and non-professional staffing of such services; the funding of such programs; involvement in off campus curriculum development; and that cooperative activities surrounding off campus libraries services. Notable findings indicated that in general, across Canada, "western" programs generally had stronger and more sophisticated off campus library support programs than "eastern" ones. Most off campus library support programs could be funded for under $20,000 per year if salaries were excluded. There has been a significant increase in the volume of requests made from off campus library support programs in 1999, compared to 1988 levels. There has also been an approximately 25% increase in access to overall off campus services between the 1988 and 1999 surveys. Appendices contain the survey's "other" or "additional" remarks by institution, and the English and French versions of the survey instrument. (Contains 37 tables.) (Author)

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The Third Canadian Off Campus Library Services Survey – 1999

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I would especially like to thank Sandy Slade of the University of Victoria Library who laid the foundation for the *Third Survey* by conducting the First and *Second Survey* in 1984 and 1988 respectively.

Finally I wish to thank my wife Anne Hardy for her understanding and tolerance throughout the entire project.

Chris Adams
August 2000

Executive Summary

Throughout 1999 and 2000 234 academic institutions – 66 university libraries and 168 college libraries – were asked to respond to a survey of library services for off campus users. Previous surveys were conducted in 1984 and then again in 1988. It was felt that with advent of the "world-wide-web", increased levels of library automation, and evidence of cooperative activities in time of economic restraint that there would be sufficient changes to warrant a "third" survey 11 years later. Also since the 1984 and especially the 1988 surveys were comparative, it was felt that if the "third" 1999 survey provide "descriptive" information about each institution's off campus library support program as well as comparative data with the 1988 and 1984 surveys it would be beneficial to everyone. In the end 44 of 66 (67%) university and 24 of 168 (14%) college libraries responded to the survey enquiry. Of these 34 or 52% of university and 18 or 11% of college libraries indicated "yes" they did provide Off Campus Library Services. These response rates were considered "high" for university libraries with the exception of Quebec and consistent with 1988 response rates but "low" for college libraries and "low" in comparison to 1988 response rates with no clear reason as to why. The responding institutions provided information regarding the number of off campus courses supported, and average numbers of off campus students. Academic libraries responded to questions relating to… their use of "core" off campus collections; the number of "known item" and "subject" requests received; their toll-free phone service; the advertising and promotion of off campus library services; the professional and non-professional staffing of such services; the demand for bibliographic instruction; the availability of automated indexing services and interlibrary loan service for off campus users; service charges; needs assessments and evaluation of such services; the funding of such programs; involvement in off campus curriculum development; and what cooperative activities surrounding off campus library services were being done. Notable findings included, that in general, across Canada, "western" programs generally had "stronger" and more sophisticated off campus library support programs than those in the "east". Also most off campus library support programs could be funded for under $20,000/year if salaries were excluded. There has been a significant increase in the volume of requests made from off campus library support programs in 1999 over 1988 levels. There has also been an approximately 25% increase in access to overall off campus services between the 1988 and the 1999 levels.

Introduction to Third Canadian Off Campus Library Services Survey – 1999/2000

The 3rd *Canadian Off Campus Library Survey* was undertaken from July 1, 1999 until July 31st, 2000 as a sabbatical leave project. The sabbatical project's intent was to compile a comprehensive descriptive survey of library service programs available to off campus learners. Previous surveys – in 1984[1] but most principally in 1988[2] - have provided an excellent foundation in terms of their overall description of on-going activities but they have not been able to provide the level of detail about each responding institution's practices and operation. It is expected that the *Third Canadian Survey* could provide that level of detail.

In addition it has been 11 years since Alexander (Sandy) Slade issued the *Second Canadian Off-Campus Library Services Survey, 1988*. In that time much has changed in academic institutions and academic libraries including:

- remote, dial-up or web access to academic networks
- library catalogues which are automated and are accessible as text or web services
- automated journal indexing services which are networked and are even WWW/Web-based resources
- evidence that academic institutions/libraries, being cost-conscious while assuring access by its students to the full range of research resources, are involving themselves in increased cooperation

Therefore the *Third Canadian Survey* attempts to enumerate academic libraries' Off-Campus Library Service activities and to describe institution by institution how their programs actually work. Finally by employing the same survey elements as used in 1984 and 1988 comparisons can be made in order to gauge the changes that have occurred.

Therefore the 1999/2000 sabbatical project has 2 major elements:

1. Descriptive national survey of Off Campus Library Support Program
2. On-site visits to institutions – mainly University Libraries - with Off Campus Library Support Programs

The descriptive survey provides a comprehensive overview of all aspects of each participating institution's Off Campus support programs and serves as the body of this report.

The "on-site visits" serve to fill in relevant details relating to local conditions such as funding, relationships with extension or continuing education units as well as other similar organizations within the region. Such on-site visits permitted the researcher to get a clear picture of the local situation that determines a particular institution's service evolution. This data has been used to confirm or verify the data submitted but ARE NOT INCLUDED in this report.

During the sabbatical leave the following activities were undertaken…

1. Activities for the descriptive portion of the 3rd *Canadian Off Campus Library Survey*

    - Instrument used in the 2nd *Canadian Survey* (1988) was revised to reflect changes involving WWW, Off Campus Library Service standards, and cooperative activities. *The 3rd Canadian Survey* (1999) instrument completed approximately July 30th, 1999
    - 3rd National Survey (1999) instrument was converted to HTML, loaded to University of Saskatchewan Libraries U-Study web-site, and programmed to automatically e-mail the survey results to researcher [see http://library.usask.ca/ustudy/survey.html]. Completed approximately August 20, 1999

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[1] Slade, Alexander L. and Barbara Webb. *The Canadian Off-Campus Library Services Survey, 1985*. Victoria, B.C.: University of Victoria Library, 1985. ERIC No. ED 291 382.

[2] Slade, Alexander L. *The Second Canadian Off-Campus Library Services Survey, 1988: Final Report*. Victoria, B.C.: University of Victoria, 1988.

- A list of institutions – university and college libraries receiving the survey instrument either by e-mail (preferred method) or via surface mail - was compiled using various Library Directories.[3] [4] Completed approximately Sept. 20, 1999.
- survey instrument was tested and corrected to ensure proper notations and routing of respondents survey results [see http://library.usask.ca/ustudy/survey.html]. Completed Sept. 5, 1999.
- A "compiled" list of institutions was used to sent out notifications regarding *The 3rd National Survey* to the Directors of 66 university libraries [64 e-mailed; 1 surface mailed] and 168 college libraries [116 e-mailed; 52 surface mailed]. The initial electronic and surface mail posting completed on Sept. 26, 1999.
- Any "failed" e-mails [15 universities; 38 colleges] were corrected by contacting institutions directly via phone and getting correct information on Director's names and e-mail address and the initial e-mail message was resent between Sept. 29 and Oct. 6, 1999.
- At the request of Quebec institutions a French language translation of the "web" survey instrument was provided. This French version was converted into HTML, loaded to Univ. of Saskatchewan Libraries web-site. [see http://library.usask.ca/ustudy/frsurvey.html] and then programmed to automatically e-mail results as with the English-language version. The French language version was completed by Oct. 16 with the final revisions being done to the web-site by Nov. 12, 1999.
- Tested the French language version of survey instrument to ensure identical processing as that handled by English version. Completed approximately Nov. 9, 1999
- Contacted all institutions located in Quebec via e-mail notifying them of the French-language version of survey and requested their participation. Done Nov. 12, 1999
- Reminders to complete the survey were sent electronically to Directors of specific institutions on Nov. 29, 1999, and then again in mid-December 1999 and late January 2000. At the same time reminders were posted to the CACUL List-Serv (Canadian Library Association division: Canadian Association of College and University Libraries) with a further reminder being e-mailed in early March 2000.
- Using *Excel 97* spreadsheets were created for entering survey data as it was received. The two master spreadsheets – Universities and Colleges – each contained18 worksheets:
    - Summary
    - Summary by Course
    - Summary by Geographic Location
    - Core Collections
    - Known Item Requests
    - Subject Requests
    - Telephone Services
    - Advertising
    - Staffing
    - Bibliographic Instruction
    - Automated Literature Searching
    - Interlibrary Loans
    - Service Charges
    - Needs Assessment
    - Evaluation
    - Financial and Funding
    - Curriculum Development
    - Cooperative Agreements

Where possible the data was set so that it could be compared with the 1988 and 1984 data. Planning the spreadsheet categories begun late January with actual creation of the spreadsheets beginning mid-Feb. 2000. Data entry continued through mid-May 1, 2000.

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[3] *Canadian University Distance Education Directory 1997 – 1998.* Canadian Association for University Continuing Education.

[4] Leckie, Gloria J. and Kim G. Kofmel. *Directory of College and University Librarians in Canada.* 2nd ed. Toronto, ON: Ontario College and University Library Association, 1996.

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- Those institutions listed in the 1988 survey but who, by early April 2000, had not completed the survey instrument were contacted via -mail to determine and confirm that they are still offering an off campus library support program and "encourage" them to complete the survey.
- The "closing" date for accepting further survey submissions was April 30, 2000. This date allowed sufficient time to process all surveys submitted, conduct data analysis and write the final report.
- Initial survey findings were presented to the Canadian Library Association conference on June 27, 2000 in Edmonton, Alberta.
- Final report was prepared from May and July 31, 2000 with copies being distributed to participating institutions.

2. The following "on-site visits" were conducted in order to meet with Off Campus Library Services staff and to discuss their specific programs

Fri., Sept. 17, 1999 – University of Alberta Library, Edmonton AB
Wed., Oct. 13, 1999 – Athabasca University Library, Athabasca AB
Thurs., Oct. 14, 1999 – University of Northern British Columbia, Prince George BC
Fri., Oct. 15, 19999 – Grant MacEwan College Resource Center, Edmonton AB
Wed., Oct. 20, 1999 – University of Regina Library, Regina SK
Thurs., Oct. 21, 1999 – University of Lethbridge Library, Lethbridge AB
Thurs., Oct 21, 1999 – University of Calgary Library, Calgary AB
Tues., Oct 26, 1999 – Open Learning Agency, Burnaby BC
Thurs., Oct. 28, 1999 – Simon Fraser University Library, Burnaby BC
Thurs., Oct. 28, 1999 – University of British Columbia Library, Vancouver BC
Fri., Oct. 29, 1999 – University of Victoria Library, Victoria BC
Fri., Oct. 29, 1999 – Royal Roads University Library, Esquimault BC
Thurs., Nov. 4, 1999 – University of Manitoba Library, Winnipeg MB
Thurs., Nov. 4, 1999 – University of Winnipeg Library, Winnipeg MB
Fri., Nov. 5, 1999 – Brandon University Library, Brandon MB
Tues., Nov. 16, 1999 – Leddy Library, University of Windsor, Windsor ON
Tues., Nov. 16, 1999 – University of Western Library, London ON
Wed., Nov. 17, 1999 – University of Guelph Library, Guelph ON
Wed., Nov. 17, 1999 – University of Waterloo Library, Waterloo ON
Thurs., Nov. 18, 1999 – Wilfred Laurier University, Waterloo ON
Fri., Nov. 19, 1999 – McMaster University Library, Hamilton ON
Fri., Nov. 19, 1999 – Brock University Library, St. Catherine's ON
Mon., Nov. 22, 1999 – Ryerson Polytechnic Library, Toronto ON
Mon., Nov. 23, 1999 – York University Library, York ON
Mon., Nov. 23, 1999 – Seneca College at York, York ON
Wed., Nov. 24, 1999 – Trent University Library, Peterborough ON
Thurs., Nov. 25, 1999 – Stauffer Library, Queen's University, Kingston ON
Mon., Dec. 6, 1999 – Carleton University Library, Ottawa ON
Mon., Dec. 6, 1999 – University of Ottawa Library, Ottawa ON
Wed., Dec. 8, 1999 – McGill University Library, Montreal PQ
Thurs., Dec. 9, 1999 – Concordia University Library, Montreal PQ
Thurs., Dec. 9, 1999 – University of Quebec (Montreal), Montreal PQ
Fri., March 31, 2000 – Queen Elizabeth II Library, Memorial University, St Johns NF
Mon., April 3, 2000 – Harriet Irving Library, University of New Brunswick, Fredericton NB
Tues., April 4, 2000 – Mt. Allison University Library, Sackville NS
Tues., April 4, 2000 – Nova Scotia Agricultural College Library, Truro NS
Wed., April 5, 2000 – St. Francis Xavier University Library, Antigonish NS
Wed., April 5, 2000 – Acadia University Library, Wolfville NS
Thurs., April 6, 2000 – Killam Library, Dalhousie University, Halifax NS
Thurs., April 6, 2000 – Mount St. Vincent University Library, Halifax NS
Fri., April 7, 2000 – St. Mary's University Library, Halifax NS

3rd Canadian Off Campus Library Survey Instrument

The complete text of the English language version of the survey instrument is provided in *Appendix 2a* and the equivalent French language version in *Appendix 2b*.

As in the 1988 survey, the 1999 survey instrument was prefaced with "Instructions for Respondents" outlining…

- purpose of the survey
- definitions for "off campus library service"
- distinguishing between "Universities" and "Colleges"
- requesting "yes" or "no" responses to the sixteen basic questions
- if responding "yes" to a basic question then respondents were directed to complete the sub-questions
- For areas of ambiguity, uncertainty or for clarification, respondents were directed to use the "Other" section provided or for fuller description or explanation the "Additional Comments" section at the end of the electronic survey (see the "Survey's Other or Additional Remarks")

As in 1988 the operational definition of "Off Campus Library Services" was considered to be:

> Library support provided by the campus library for registered students who are either studying independently or taking credit/certificate courses at a distance and who are not able to visit the main or branch libraries on a regular basis. Please note that this survey is not intended to collect information on services at branch libraries of the campus system.[5]

Methodology and Survey Response to the 3rd *Canadian Off Campus Library Survey*

In 1999 a total of 234 questionnaires were sent out – 52 of which were printed versions almost all of which were surface mailed to Quebec academic libraries. The following "Response Rate" tables (p.6) details…

- Number of surveys sent in 1999
- Number of surveys received in 1999
- Response Rates for 1999 as compared to 1988
- Number and Percentage of Respondents Providing Off Campus Library Services in 1999 as compared to 1988
- Comparison between 1988 and 1999 academic libraries who offer Off Campus Library Services against those who responded "yes" or "no" to the survey as well as compared to the total number of known Canadian academic libraries

Of the 234 institutions receiving the survey instrument in 1999 - 66 or 28% were at the university level while the remaining 168 or 72% were colleges. The 1999 numbers included contacting 35 more academic libraries than in 1988. Of the 35 "new" institutions there were 11 more university-level institutions in 1999 than in 1988 and 24 more college-level institutions in 1999 than in 1988. The differences between the total numbers in 1988 and 1999 are due namely to:

- "new" institutions being created since 1988
- "new" organizations resulting from reorganization and/or amalgamation of "older" institutions in a particular "region" or province.
- institutions which since 1988 have received the ability to "grant degrees" and thereby considered "University-level" even they may also be providing some college-level programming
- in the case of the Open Learning Agency in B.C. which has equally strong programs in both "university" and in "college certificate/diploma" and so has been counted in each category
- differences between 1988 and 1999 in the methodology used when creating "contact" lists

In 1988 eight individuals covered each of the following areas… Newfoundland & Labrador; Nova Scotia, New Brunswick, and Prince Edward Island; Quebec; Ontario; Manitoba; Saskatchewan; Alberta; British Columbia. These individuals were responsible for distributing and collecting the print-based questionnaires. The questionnaires were then forwarded to the main researcher Alexander (Sandy) Slade who processed the data and compiled the final report.

In 1999 the "contact lists" of institutions was created using a number "directory" sources of academic institutions. These directories provided contact e-mail addresses in addition to the surface mail address. It was felt that putting the survey questionnaire on a web-site where it could be completed and submitted online would be "easy" for respondents and be "efficient" for the researcher. In addition by using part of the sabbatical leave to conduct "site visits" it was felt that this would further remind organizations – especially university-level – to complete the survey as well serving a data "check".

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[5] Slade, (1988) *The Second Canadian*, p6.

However it was found that after sending out survey in the fall of 1999, by early 2000 it became apparent that there were few responses being received from the "college" sector and geographically from Quebec. By this time it was too late to adapt the methodology to include "regional contact staff" since the 1999 researcher was juggling "work commitments" during his leave, data compilation as well as the final grouping of regional "site visits" [see **Conclusions and Recommendations - Change #1**]. As a result there are significant differences between the 1988 and the 1999 response rates including:

- low response rates from Quebec and Atlantic Provinces – 11% and 27% respectively as compared to the 1988's response rates of 37% and 91% respectively
- overall low response rate from Colleges between 1999 and 1988 – 13% vs. 53%

This means that the overall response rates for "Universities" between in 1999 (66%) and 1988 (78%) are comparable and therefore considered "reliable". Those for "Colleges" are not considered "reliable" since in 1999 the response rate is 13% as compared to 53% in 1988. In fact what is most disturbing is that when working with the 1999 data it turns out that only 6 of the 1988 respondents completed the 199 survey – and no explanation as to why.

It is felt that a different methodology which at least included using "local staff" in Quebec, Ontario and the Atlantic Provinces to follow up with the initial e-mails would likely would have ensured a higher response and therefore more reliable data.

A lesson learned.

Size/Number of University Level Off Campus Programs

The 1988 survey describes "size" of any institutions "Off Campus Program by:

- number of Off Campus courses
- average number of students enrolled in an Off Campus course – either "university credit" or "certificate/diploma"
- plus the average number of students designated as being "independent learners"

In each case distinction has been made between Off Campus courses being delivered "face-to-face" or via "distance education" modes. In other words whether any Off Campus Course is being taught in a traditional classroom setting albeit away from the main campus or whether a "distance education" method such as – correspondence-based, an audio/video teleconferencing, or, as in 1999, "web" or "Internet/WWW" instruction – is being used. In 1988 it was felt that "number" of courses affect the "size" and complexity of that institution's "library support program". Making such a "general" distinction does have some merit.

Therefore in order to make any "growth" comparisons between 1988 and 1999 it was felt that the same questions regarding "size" should be asked in 1999. The questions and responses have been collected and tabulated below.

However the 1999 survey revealed some problems associated to "size" measures which may affect the reliability and validity of any comparisons.

Almost every responding Library had problems or concerns interpreting "size" – in other words "numbers of courses" and "numbers of students". For example…

- typically if the requested data was available then it is usually collected by an agency OTHER THAN THE LIBRARY – typically "Extension", "Off Campus", or the "Distance Education" units. In some cases if the institution is large enough this data may be collected university-wide through an independent unit covering "research" or "university studies" group. This means that since the library does not "own" the data there is little control over what is collected and what it "means".

Response Rate and Percentages Providing Off Campus Library Services

	Surveys Sent	Surveys Received	Response Rate - 1999 (%s)	Response Rate - 1988 (%s)	Off Campus Library Services Provided - 1999	% of Respondents Providing Off Campus Library Services - 1999	Off Campus Library Services Provided – 1988	% of Respondents Providing Off Campus Library Services - 1988	Overall % Providing Off Campus Library Services - 1999	Overall % Providing Off Campus Library Services - 1988
Atlantic Provinces										
Universities	16	8	50%	91%	6	75%	9	90%	38%	81%
Colleges	27	1	4%	91%	1	100%	2	20%	4%	18%
Total:	43	9	27%	91%	7	78%	11	55%	16%	50%
Quebec										
Universities	14	4	29%	60%	1	25%	4	44%	7%	27%
Colleges	41	2	5%	13%	0	0%	2	25%	0%	3%
Total:	55	6	11%	22%	1	17%	6	35%	2%	8%
Ontario										
Universities	20	17	85%	69%	13	76%	10	91%	65%	63%
Colleges	33	3	9%	59%	3	100%	4	31%	9%	45%
Total:	53	20	38%	63%	16	80%	14	58%	30%	37%
Prairie Provinces & Territories										
Universities	9	9	100%	100%	8	89%	8	88%	89%	67%
Colleges	45	14	31%	100%	10	71%	19	66%	22%	66%
Total:	54	23	43%	100%	18	78%	27	71%	33%	71%
British Columbia										
Universities	7	6	86%	100%	6	100%	4	100%	86%	100%
Colleges	22	4	18%	85%	4	100%	12	71%	18%	60%
Total:	29	10	34%	93%	10	100%	16	76%	34%	67%
Grand Totals										
Universities	66	44	67%	78%	34	77%	35	81%	52%	64%
Colleges	168	24	14%	53%	18	75%	39	51%	11%	27%
Total:	234	68	29%	60%	52	76%	74	62%	22%	37%

- different institutions "count" courses and students in different ways. For example "off campus" courses, like "on campus" courses, are usually designated as being either "full/6 credit hour" courses typically running Sept.-April or "half/3 credit hour" courses running either running Sept-Dec. or Jan.-April. When considering the "numbers of courses" of courses offered this simple difference can result in a significant difference in terms of "volume" and ultimately in the survey's "grouping".

- Similarly when considering "numbers of students" it is important to determine whether these are "Full-Time-Equivalents" in a program [and exactly what that means] or if this represents enrollments in any given course. There may be differences associated to on-campus FTE students being registered in an "off Campus" course due to convenience rather than being physically located away from the campus.

In completing the 1999 survey it was found that many respondents needed help in getting this information or provided inappropriate answers requiring follow up and clarification. In many cases respondents chose to ignore this section by indicating "0" or "n/a". More guidelines need to be provided to help respondents when collecting numerical data associated to the "size" of any institutions "Off Campus" program. In future it is suggested that consideration be given to the usefulness of this data.

Therefore, allowing that there are concerns regarding the numbers, the…

Range and Average Number of Off-Campus Undergraduate Courses offered…

	1999			1988		
	Response	Range	Average	Responses	Range	Average
Face-to-Face	18	2 - 362	73	26	3 - 194	59
Distance Education	28	8 - 440	116	22	1 – 180	47

Given the concerns above, it is clear from the differences of "range" and "average" between 1988 and 1999 that there has been a significant increase in the "Number of Off Campus **Undergraduate** Courses". While the 1988 survey does not reveal its "total number" of either actual or estimated "Off Campus Undergraduate courses" in 1999 this amounted to 4,072. It is clear from the changes in "average" and "range" that there has been significant change. The number of Off Campus "Face-to-face" courses has increased by 25% while the increase in "distance education" courses is over 100%.

Range and Average Number of Off Campus Graduate Courses offered…

	1999			1988		
	Response	Range	Average	Responses	Range	Average
Face-to-Face	17	1 – 53	20	18	1 – 56	11
Distance Education	18	1 – 174	20	5	1 – 13	3

Similarly "Off Campus **Graduate** Courses" have seen a significant increase between 1988 and 1999. In 1999 respondents indicated that actual or estimated graduate-level courses totaled 844. As with "Undergraduate courses", the only comparative data available involves "range" and "averages". With "face-to-face" Off Campus Graduate courses there has been almost a 50% increase while the "distance education" courses have increased by 100% multiples.

This suggests that among universities there has been a dramatic if not "doubling" increase in the number of Off Campus Distance Education courses. It is also apparent that a major area in which this increase is occurring is in "graduate" level courses.

Range and Average Number of Students Enrolled in Off-Campus Undergraduate Courses…

	1999			1988		
	Response	Range	Average	Responses	Range	Average
Face-to-Face	17	5 – 40	16	25	8 - 35	19
Distance Education	25	10 – 81	35	18	6 – 94	28

It is interesting that the actual or estimated number of students enrolled in an Off Campus Undergraduate courses (above) or an Off Campus Graduate courses (below) are virtually the same in 1999 as in 1988.

Range and Average Number of Students Enrolled in Off-Campus Graduate Courses…

	1999			1988		
	Response	Range	Average	Responses	Range	Average
Face-to-Face	16	7 – 40	18	15	6 - 33	17
Distance Education	15	5 – 52	13	8	6 – 53	24

Estimated Number of Registered Students Completing an Off-Campus Independent Studies Course…

	1999			1988		
	Response	Range	Average	Responses	Range	Average
Independent Studies	13	10 – 5,000	688	9	10 - 322	100

Due to ambiguities about what constitutes "independent" studies or students it is very difficult to say much other that according to the "range" and "averages" numbers above there appears to be an increase of some kind between 1988 and 1999.

Size/Number of College Off Campus Programs

As mentioned previously there are concerns for "low response rates" from Colleges regarding Off Campus Programs and the Library support provided (see " College Program Size & Student Enrollments" p.10). These concerns directly affect the validity of any concluding remarks that might be drawn.

Range and Average Number of Off-Campus University-Level Credit Courses offered…

	1999			1988		
	Response	Range	Average	Responses	Range	Average
Face-to-Face	6	3 – 37	18	12	2 - 252	50
Distance Education	8	1 – 440	91	6	4 – 18	10

There appears to be an increase from 1988 to 1999 in the number of Off Campus University-level credit courses being delivered via "distance education" methods and a decline in the more traditional "face-to-face" University-Level courses. This corresponds with the variations noted in University programs.

Range and Average Number of Off Campus Certificate/Diploma Courses offered…

	1999			1988		
	Response	Range	Average	Responses	Range	Average
Face-to-Face	4	1 – 37	18	24	1 – 269	49
Distance Education	18	1 – 273	77	14	1 – 286	31

There appears to be a similar change in College's Off Campus Certificate/Diploma programs in which there is a significant increase – over 50% - in certificate or diploma course being delivered via "distance education" methods while traditional "face-to-face" delivery of such programs have declined.

Range and Average Number of Students Enrolled in Off-Campus University-Level Credit Courses…

	1999			1988		
	Response	Range	Average	Responses	Range	Average
Face-to-Face	5	9 – 23	16	14	3 – 52	17
Distance Education	4	3 – 18	11	7	3 – 30	16

The numbers of students enrolled in each Off Campus University-Level have pretty much remained the same between 1988 and 1999 (see above). However the number of students enrolled in an Off Campus Certificate or Diploma course have increased from 1988 to 1999 by as much as 30% for "face-to-face" and by over 100% for "distance education" delivered courses.

Range and Average Number of Students Enrolled in Off-Campus Certificate/Diploma Courses…

	1999			1988		
	Response	Range	Average	Responses	Range	Average
Face-to-Face	6	3 – 98	38	20	1 - 100	28
Distance Education	9	9 – 207	56	9	5 – 80	20

Estimated Number of Registered Students Completing an Off-Campus Independent Studies Course…

	1999		
	Response	Range	Average
Independent Studies	3	2 – 30	14

This particular question was not asked in the 1988 study. Given the problems associated to "low response rates" it does appear that, within colleges, the number of students taking/completing an "independent studies" course are "small" but this may be an area worth watching in any future studies – providing a clear definition is provided of what constitutes "independent studies".

Overall while it is difficult to be accurate with the little data available from Colleges it does appear that between 1988 and 1999 colleges have emphasized providing certificate or diploma courses/programs Off Campus using creative "distance education" modes versus traditional "face-to-face" methods.

University Off Campus Program Size and Student Enrollment

Universities	Number of …				Total # Off-Campus Courses	Average Number Students in				
	Undergrad. Courses		Graduate Courses			Undergrad. Courses		Graduate Courses		Indep. Studies
	Face-to-Face	Distance-Ed	Face-to-Face	Distance-Ed		Face-to-Face	Distance-Ed	Face-to-Face	Distance-Ed	
Acadia Univ.	9	91	15	1	116	7	10	7	10	500
Athabasca Univ.	342	420		82	844	17	56		52	
Brandon Univ.	60	30	1	4	95	5	11	30	13	n/a
Brock Univ.			40	1	41			12		51
Dalhousie Univ.	n/a	8	n/a	34	42	n/a	19	n/a	9	n/a
Lakehead Univ.	25	42	3	2	72	15	34	15	6	n/a
Laurentian Univ.	2	137	8	0	147	10	31	40		0
Memorial Univ.		250			250	40				
Mt. St. Vincent Univ.	3	110	29	40	182	small	18	14	16	300
OISE					0					
Open Learning		440		10	450					
Queens Univ.		58		0	58		69		0	n/a
Royal Roads Univ.			Planned		0				45	100
Ryerson Poly. Univ.	44	74	n/a	n/a	118	35	25	n/a	n/a	?
Simon Fraser Univ.	0	47	36	0	83	n/a	48	18	n/a	
St. Francis Xavier	8	16	37	4	65	12	75	10	15	160
Trent Univ.	85		n/a		85	22		n/a		n/a
Univ. de Sudbury		37			37		17			80
Univ. Laval	362	252	53	15	682	19	75	20	15	?
Univ. of Alberta		116		174	290		13		9	
Univ. of British Col.		121	30	6	157	0	46	20	20	?
Univ. of Calgary	102	8	18	42	170	21	15	21	20	n/a
Univ. of Guelph	0	115	0	2	117	0	59	0	n/a	n/a
Univ. of Lethbridge	n/a	n/a	n/a	n/a	0	n/a	n/a	n/a	n/a	n/a
Univ. of Manitoba	40	150	2	2	194	20	12	7	10	900
Univ. of New Bruns.	34	67	0	12	113	18	16	0	7	?
Univ. of N. British Col.	46	39	6	4	95					235
Univ. of Ottawa		62		35	97		15		5	10
Univ. of Regina	157	11	1	0	169	13	81	17	0	n/a
Univ. of Sask.	113	18	2	n/a	133	17	19	28	n/a	1,160
Univ. of Victoria	6	145	47	0	198	20	60	25	0	500
Univ. of Waterloo		250			250		30			5,000
Univ. of West. Ontario	n/a	n/a	n/a	n/a	0	n/a	n/a	n/a	n/a	n/a
Wilfred Laurier Univ.	13	137	46	0	196	13	25	38	0	639
Totals	1,451	3,251	374	470	5,546	304	878	322	252	9,635
Average per Institution	73	116	20	20	163	16	35	18	13	688

College Off Campus Program Size and Student Enrollment

Colleges	Number of				Total # Off-Campus Courses	Average Number Students in				
	Univ. Level Credit		Certific. – Diploma			Univ. Level Credit		Certific. – Diploma		Indep. Studies
	Face-to-Face	Distance-Ed	Face-to-Face	Distance-Ed		Face-to-Face	Distance-Ed	Face-to-Face	Distance-Ed	
Assiniboine College				102	102				16	n/a
College N. Atlantic (Labr. West)	8	140			148	9	n/a			
Emily Carr Art&Design		2			2		n/a			
Gabriel Dumont Inst.	37	0			37	?				
Grant MacEwan		13			13		see note			n/a
Keewatin College			?	5	5			15	15	
Langara College	26	51	1	4	82	23	18	3	18	
Mount Royal College				4	4			82	171	n/a
NAIT					0					
Newman Theological	3	2			5	15	15			
Niagara College			27	63	90			98	207	
Nunavut Arctic College	5	n/a	5	n/a	10	18	n/a	18		10
Okanagan Univ. Coll.		168		259	427		8		9	n/a
Open Learning		440		10	450					
Ridgetown College				1	1				30	30
SIAST – Wascana			37	273	310			12	5	
Sir Sanford Fleming				44	44				38	
St. Peters College	30	1			31	15	3			2
Totals	109	817	70	765	1,761	80	44	228	508	42
Average per Institution	18	91	18	77	98	16	11	38	56	14

Off Campus Programs by Services, Service Index and Complexity

In the 1984 and 1988 "service index" numbers were assigned for each category of an institution's Off Campus Library Services program. These categories corresponded directly with the fifteen broad service questions focusing on:

1. Core Collections
2. Specific Requests [equivalent to 1999 "Specific-Known Item Requests"]
3. Reference Queries [equivalent to 1999 "Subject of Reference Materials Requests]
4. Special Telephone Line
5. Advertisement of Services
6. Librarian
7. Support Staff
8. Bibliographic Instruction
9. Automated Literature Search Services
10. Interlibrary Loans (I.L.L.)
11. Charges for Service
12. Needs Assessment
13. Evaluation
14. Finances/Funding
15. Curriculum Development
16. Cooperative Activities

Only the last category "16. Cooperative Activities" was not included in the "first" 1984 or the S*econd* 1988 surveys. It has been included in the *Third* 1999 survey since in the intervening years it has become an area for significant concern and activity.

In 1984 and 1988 a "Service Index" point was assessed for each area if an institution responded that "yes" they were active in that area.

In 1988 "Service Index" points were weighted to reflect the activity or volume in each of the first three areas – "Core Collections" – Question 1h; "Specific Requests" [or Specific Known-Item Requests] – Question 2c; and "Reference Queries" [Reference/Subject Requests] – Question 3d. In each of these three service areas index points were assigned on the following basis:

"Number of core collections sent in 1998/99 (any 12 month period)"
Question 1h

Number of Core Collections Sent:	Service Index
Over 40	5
30 – 39	4
20 – 29	3
10 – 19	2
1 – 9	1
Not Reported/Not Applic.	0

In this manner a particular institution would be credited for the volume of activity it handled and as such might be ranked higher than another institution which covered more service areas but where its volume was perhaps considerably smaller. Therefore for each question Service Index points were assessed on the following basis…

"Estimated Number of specific items sent to off-campus students in 1998/99 (any 12 month period):"
Question 2c

Number of Specific or Known Item Requests	Service Index
Over 5,000	5
1,000 – 4,999	4
500 – 999	3
100 – 499	2
1 – 99	1
Not Reported/Not Applic.	0

"Estimated Number of off-campus students who requested reference or subject searches in 1998/99 (any 12 month period):"
Question 3d

Number of Reference or Subject Requests	Service Index
Over 400	5
200 – 399	4
100 – 199	3
50 – 99	2
1 – 49	1
Not Reported/Not Applic.	0

Using "weighted" Service Indexes for the three categories of "Core Collections", "Specific Known-Item Requests", and "Subject/Reference Requests" plus the other 13 categories in the current 1999 survey allows for direct comparison with the 1988 and 1984 surveys. It should be noted that because the 1999 survey has added the category for "Cooperative Agreements" the maximum score possible by any single institution increases to "28" over the "27" maximum available in 1988.

The 1984 and 1988 surveys identified four levels of service index ranges by which Universities and College Libraries' Off Campus Service program might measured. The levels are as follows[5]:

Descriptive Levels for
Off Campus Library Service Programs

	Univ.	Colleges
High Level	19-28	12-28
Very Active	12-18	7-11
Active	7-11	4-6
Low Level	1-6	1-3

While this grouping seems somewhat arbitrary with the Universities' interval being "6" index points or twice as many as the Colleges' "3", the concept of "descriptive levels" is valid. For example, the "High Level" interval for universities is "10" as compared to Colleges "16". It is felt that for future surveys consideration should be given towards adjusting the ranking in a more "even" or equitable manner (see Recommendations and Conclusions – Change #4).

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[5] Slade, 1988, p. 63. [adjusted for the 1999 survey]

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However the table and the descriptive groupings/intervals have been left "as is" for the purposes of comparison with the previous studies.

Tables 1 and 2 detail respectively for "Universities" and "Colleges" the responses to these questions and the overall weighted "service index" assigned.

The Tables 3 and 4 examine respectively Universities and Colleges Off Campus Library programs grouped by Course Ranges, Weighted Service Categories and Service Indexes for 1999, 1988, and 1984.

Tables 5 and 6 respectively examine the same information for Universities and Colleges grouped geographically by regions. Considering that Off Campus Library Service programs are responsive to their institution's Off Campus Program size, then…

Off Campus Program Size

Number of Courses	1999		1988	
	Univ.	Colleges	Univ.	Colleges
Over 150 Courses Level 5)	13	3	4	3
100 – 149 Courses (Level 4)	6	2	11	5
50 – 99 Courses (Level 3)	8	2	7	4
10 – 49 Courses (Level 2)	3	5	9	10
1 – 9 Courses (Level 1)	n/a	5	2	10
Zero or Not Reported	4	1	2	7

There has clearly been an increase in Off Campus Program size especially amongst institutions offering 50 courses or more per year - 80% in 1999 as compared to 61% in 1988. In other words those organizations having extensive Off Campus programs in 1988 are doing a lot more in 1999. As a result it can be assumed that Library support programs are coping with a correspondingly dramatic increase in service demand.

This pattern is not apparent within Colleges where things look pretty much the same in 1999 and they were in 1988. However it must noted that poor respondent rate for 1999 may account for "no apparent change".

When considering the geographic breakdown (Table 5 – Universities; Table 6 –Colleges), it is useful to look at the changes in "service index" for institutions in a region and then compare that region's 1999 "average" with the 1988 and 1984 averages.

Amongst Universities in the Atlantic Provinces the 1999 Average Service Index has only increased marginally over 1988. However there have been noteworthy increases at particular institutions including:

- Memorial University,
- St. Francis Xavier,
- University of New Brunswick, and
- Dalhousie University

Memorial is especially significant by moving from its 1988 "active" level to a "very active" level in 1999 while all the other institutions have remained within the "active" range in spite of the noteworthy increase their Service Indexes.

In Quebec there is not sufficient data for either Universities of Colleges in the 1999 study to make any significant comments other than that their activity in Off Campus Library services appears to be minimal.

The Ontario region has seen a marginal increase in Average Service Index for Universities' Off Campus Library programs. Most institutions have stayed within the 1988 "active" level with only nominal increases.

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This suggests that while library services are provided there has not been any notable difference in service provision or demand since 1988. This is not surprising given the fact that Ontario Council of University Libraries (OCUL) has had for many years a reciprocal borrowing agreement between Ontario University Libraries for faculty, staff, graduate AND undergraduate students. This simple agreement effectively undercuts the need for more sophisticated service programs given the close proximity of students to a large number of major academic libraries.

The exceptions include both the Lakehead and Laurentian University Libraries. The Service Indexes for these institutions have moved from "active" in 1988 to "very active" in 1999. This "high level" and change is not surprising given the remote location for each institution – Thunder Bay and Sudbury respectively.

Other noteworthy Off Campus Library Service Programs include:

- Brock University,
- University of Guelph, and
- University of Western Ontario

Trent University Libraries' Off Campus Program is the only program to be considered "highly active" – a noteworthy distinction given its smaller "size", "staff", "collections" and monetary and non-monetary "resources" in relation to other university libraries within the immediate vicinity.

However it is in the "West" where there is the clearest evidence of strong library programs supporting Off Campus users. Amongst Universities the Average Service Index is markedly higher in the "west" – meaning Prairie Provinces and B.C, - than in the "east". In the "west" the British Columbia region is marginally stronger than the Prairie Provinces.

In the Prairies Provinces the researcher feels it necessary to mention Athabasca University Library's unique position and its strong support program. It should also be pointed out that this strength and uniqueness is not reflected in their Service Index. While Athabasca University Library's "18" rates it as being a "high level" it seems that how service statistics are maintained by Athabasca University Library do not allow for distinguishing between "known item" and "subject requests". Therefore while the volume reported in 1999 is extremely high [22,125 by 5,537 students] it is not possible under the current methodology to extend more than the allotted "5" service points. This does not permit adequate comparison with other "high level" institutions whose overall volume is perhaps one-fifth of Athabasca Library's but who separately track "known" and "subject" requests thus qualifying for up to "10" Service Index points. As a result of the author's "on site visit" it is felt that that Athabasca University Library would have received either "4" or "5" in each of the "known" and "subject" areas making its Overall 1999 Service Index between "22" and "24" – one of the highest in the study.

Other notable organizations in the "west" with "high level" ranking include:

- University of Victoria,
- University of Saskatchewan and the
- Open Learning Agency.

Clustered at the top rungs of "very active" are…

- Brandon University,
- University of Manitoba,
- University of British Columbia,
- University of Regina, and
- Simon Fraser University

Universities	Table 1 - Summary of University Off-Campus Library Service Programs																Service Index		
	Core Coll.	Known -Item Req.	Subj./ Ref Req.	Toll-Free Phone	Adver.	Librns.	Support Staff	Biblio. Instruc.	Lit. Search.	ILL	Charges	Needs Assess.	Eval.	Funding	Curric. Dev.	Coop. Agree.	1999 [Tot=28]	1988 [Tot=27]	1984 [Tot= ?]
Acadia Univ.	no	yes	yes	no	yes	yes	yes	no	yes	yes	no	no	yes	no	no	no	9		
Athabasca Univ.	yes	yes	yes	yes	yes	yes	yes	yes	yes	yes	yes	yes	yes	yes	yes	yes	18	15	8
Brandon Univ.	yes	yes	yes	no	yes	yes	yes	yes	yes	yes	yes	yes	yes	yes	no	yes	18	14	13
Brock Univ.	yes	yes	yes	no	yes	yes	no	yes	yes	yes	yes	no	yes	yes	yes	yes	15	10	9
Dalhousie Univ.	yes	yes	yes	yes	yes	yes	no	yes	yes	yes	no	yes	no	no	yes	no	9	6	
Lakehead Univ.	yes	yes	yes	yes	yes	yes	yes	yes	yes	yes	no	no	yes	no	no	no	14	11	11
Laurentian Univ.	yes	yes	yes	yes	yes	no	yes	yes	yes	yes	no	yes	yes	yes	yes	yes	16	12	9
Memorial Univ.	no	yes	yes	yes	yes	yes	yes	yes	yes		no	yes	yes	no	yes	yes	14	9	2
Mount St. Vincent	no	no	no	no	yes	no	no	no	yes	no	no	no	no	no	no	no	2		
OISE	no	yes	yes	no	yes	yes	yes	yes	yes	yes	no	yes	yes	no	no	no	13	11	
Open Learning Agency	no	yes	yes	yes	yes	yes	yes	yes	no	yes	no	no	yes	yes	yes	yes	19	12	10
Queens Univ.	no	yes	no	no	yes	yes	yes	yes	no	no	no	yes	yes	yes	no	yes	10	n/a	2
Royal Roads Univ.	no	yes	yes	no	yes	yes	yes	yes	no	yes	no	yes	yes	yes	yes	yes	11		
Ryerson Univ.	no	no	no	no	no	no	no	no	yes	no	no	no	no	no	no	no	5		
Simon Fraser Univ.	no	yes	yes	yes	yes	yes	yes	yes	yes	yes	no	yes	yes	no	yes	yes	15		
St. Francis Xavier	yes	yes	yes	no	yes	yes	yes	yes	yes	yes	no	yes	yes	yes	no	yes	16	13	
Trent Univ.	yes	yes	yes	no	yes	yes	yes	yes	yes	yes	no	yes	yes	yes	yes		21		
Univ. de Sudbury	no	yes	no	no	yes	no	yes	no	no	no	yes	no	no	no	no	yes	4		
Univ. Laval	yes	yes	yes	no	yes	no	no	yes	no	yes	no	no	no	no	no	yes	6	1	
Univ. of Alberta	no	yes	yes	yes	yes	yes	yes	yes	no	yes		yes	no	no	no	yes	10	11	7
Univ. of British Col.	no	yes	yes	yes	yes	yes	yes	yes	yes	yes	no	no	yes	yes	yes	no	16	13	12
Univ. of Calgary	no	yes	yes	no	yes	yes	yes	yes	yes	yes	yes	yes	no	yes	no	yes	14	6	8
Univ. of Guelph	no	yes	yes	no	yes	yes	yes	no	yes	no	yes	yes	no	no	yes	yes	11		
Univ. of Lethbridge	no	yes	yes	no	yes	no	yes	yes	no	yes	no	yes	yes	no	no	yes	8	5	4
Univ. of Manitoba	yes	yes	yes	no	yes	yes	yes	yes	yes	yes	no	yes	yes	yes	no	no	18	13	12
Univ. of New Bruns.	yes	yes	yes	yes	yes	no	yes	yes	yes	yes	no	yes	yes	no	no	yes	14	11	
Univ. of N. Brit. Col.	yes	yes	yes	yes	yes	yes	yes	yes	no	yes	no	no	yes	no	yes	yes	11		
Univ. of Ottawa	yes	yes	yes	yes	yes	yes	yes	yes	yes	no	no	yes	yes	no	no	yes	15	10	11
Univ. of Regina	no	yes	yes	yes	yes	yes	yes	yes	yes	yes	no	no	yes	yes	yes	yes	16	7	
Univ. of Saskatchewan	yes	yes	yes	yes	yes	yes	yes	yes	yes	no	yes	yes	yes	yes	no	yes	20	10	5
Univ. of Victoria	yes	yes	yes	yes	yes	yes	yes	yes	yes	yes	no	yes	yes	yes	yes	yes	23	15	13
Univ. of Waterloo	no	yes	yes	no	yes	no	yes	no	yes	no	yes	no	no	no	no	yes	7		
Univ. of Western Ont.	yes	yes	yes	yes	yes	no	yes	yes	yes	yes	no	yes	yes	no	no	no	16	11	8
Wilfred Laurier Univ.	no	yes	yes	no	yes	no	yes	yes	yes	no	yes	yes	yes	yes	no	yes	12	10	
Totals	16	32	30	16	33	24	29	28	26	24	9	22	25	16	14	24	446	236	144
Average																	13	10	8

Colleges	Table 2 - Summary of College Off-Campus Library Service Programs																Service Index	
	Core Coll.	Known-Item Req.	Subj./Ref Req.	Toll-Free Phone	Adver.	Librns .	Support Staff	Biblio. Instruc.	Lit. Search.	ILL	Charges	Needs Assess.	Eval.	Funding	Curric. Dev.	Coop. Agree.	1999 [Tot=28]	1988 [Tot=27]
Assiniboine Comm. Coll.	no	yes	no	no	yes	yes	yes	no	no	yes	yes	no	no	no	no	no	5	n/a
College – N. Atlantic (Labr. West)	no	no	yes	no	no	no	no	no	no	yes	no	yes	yes	no	no	no	3	n/a
Emily Carr - Art&Design	no	no	no	no	no	no	no	no	no	no	yes	yes	no	no	yes	no	3	n/a
Gabriel Dumont Institute	no	yes	yes	yes	yes	yes	yes	yes	yes	yes	yes	no	no	no	no	yes	10	n/a
Grant MacEwan College	yes	yes	yes	yes	yes	no	yes	yes	yes	no	yes	yes	no	yes	no	yes	12	8
Keewatin Comm. College	yes	yes	yes	no	yes	no	yes	no	yes	yes	no	no	yes	no	no	yes	7	13
Langara College			yes	no	no	no	no	no	no	no		yes	no	no	no	yes	2	n/a
Mount Royal College	no	yes	yes	yes	yes	no	yes	yes	yes	yes	no	no	yes	yes	no	no	13	11
NAIT	no	yes	yes	no	yes	yes	yes	yes	yes	no	no	no	yes	no	no	yes	7	4
Newman Theological Coll.	no	no	no	no	no	no	no	no	no	no	no	n/a	n/a	n/a	n/a	n/a	0	n/a
Niagara College	no	no	no	no	no	no	yes	no	no	no	no	no	no	no	no	yes	2	n/a
Nunavut Arctic College	yes	yes	yes	no	yes	no	no	no	yes	yes	yes	yes	yes	no	yes	yes	14	n/a
Okanagan Univ. College	yes	yes	yes	yes	yes	no	no	no	no	yes	yes	no	no	no	no	yes	7	6
Open Learning Agency	no	yes	yes	yes	yes	yes	yes	yes	no	yes	no	no	yes	yes	yes	yes	18	n/a
Ridgetown College	no	yes	yes	yes	yes	yes	no	yes	yes	yes	yes	yes	yes	no	no	yes	12	n/a
SIAST – Wascana	yes	yes	yes	no	yes	no	no	yes	yes	yes	no	yes	yes	yes	yes	yes	11	3
Sir Sanford Fleming Coll.		yes	yes	no	yes	no	no	no	no	yes	no	no	no	no	yes	yes	5	n/a
St. Peters College	no	no	no	no	yes	yes	yes	yes	no	yes	no	no	no	yes	no	yes	7	n/a
Totals	5	12	13	6	13	6	9	8	8	12	7	7	8	5	5	13	138	45
Average																	8	8

Table 3 - University Off Campus Library Programs Grouped by Courses, Service Category, and Service Index	Off-Campus Courses	Core Collections	Known Item Requests	Subj/Ref Requests	All Other Categories	1999 [Tot=28]	1988 [Tot=27]	1984 [Tot= ?]
Over 150 Courses (Level 5)								
Athabasca Univ.	844	0	5	0	13	18	15	8
Memorial Univ.	250		4		10	14	9	2
Mount St. Vincent Univ.	182				2	2		
Open Learning Agency	450		4	5	10	19	12	10
Univ. Laval	682	0	1	1	4	6	1	
Univ. of Alberta	290		2	0	8	10	11	7
Univ. of British Columbia	157		4	2	10	16	13	12
Univ. of Calgary	170		4	0	10	14	6	8
Univ. of Manitoba	194	1	4	4	9	18	13	12
Univ. of Regina	169		0	5	11	16	7	
Univ. of Victoria	198	1	5	5	12	23	15	13
Univ. of Waterloo	250		1	1	5	7		
Wilfred Laurier Univ.	196		2	1	9	12	10	
Average Total/Index	4,032	1	3	2	9	13	16	n/a
100 to 149 Courses (Level 4)								
Acadia Univ.	116		2	1	6	9		
Laurentian Univ.	147	1	2	2	11	16	12	9
Ryerson Polytechnic Univ.	118			0	1	1		
Univ. of Guelph	117		2	1	8	11		
Univ. of New Brunswick	113	0	3	2	9	14	11	
Univ. of Saskatchewan	133	1	4	4	11	20	10	5
Average Total/Index	744	1	3	2	8	12	12	n/a
50 to 99 Courses (Level 3)								
Brandon Univ.	95	2	4	1	11	18	14	13
Lakehead Univ.	72	0	4	2	8	14	11	11
Queens Univ.	58		2		9	11	n/a	2
Simon Fraser Univ.	83		4	0	11	15		
St. Francis Xavier Univ.	65	1	1	4	10	16	13	
Trent Univ.	85	1	5	5	10	21		
Univ. of Northern Brit. Col.	95	0	2	0	9	11		
Univ. of Ottawa	97	1	2	3	9	15	10	11
Average Total/Index	650	1	3	2	10	15	14	n/a
10 to 49 Courses (Level 2)								
Brock Univ.	41	1	2	2	10	15	10	9
Dalhousie University	42	0	1	0	8	9	6	
Univ. de Sudbury	37		1		4	5		
Average Total/Index	120	1	1	1	7	10	10	n/a
1 to 9 Courses (Level 1) & Not Reported (Level 0)								
OISE	0		4	1	8	13	11	
Royal Roads Univ.	0		1	0	10	11		
Univ. of Lethbridge	0	0	1	0	7	8	5	4
Univ. of Western Ontario	0	0	3	5	8	16	11	8
Average Total/Index	0	0	2	2	8	12	10	n/a
Totals	5,546	10	86	57	291	444	236	144
Average Totals/Index	111	1	2	2	8	12	12	n/a

Table 4 - College Off Campus Library Programs Grouped by Course, Service Category, and Service Index

	Off-Campus Courses	Core Collections	Known Item Requests	Subj/Ref Requests	All Other Categories	1999 [Tot=28]	1988 [Tot=27]
Over 150 Courses (Level 5)							
Okanagan Univ. Coll.	427	1	1	0	5	7	6
Open Learning Agency	450		3	5	10	18	n/a
SIAST – Wascana	310	1	0	1	9	11	3
Average Total/Index	396	1	1	2	8	12	7
100 to 149 Courses (Level 4)							
Assiniboine Comm. College	102		0	0	5	5	n/a
College N. Atlantic (Labr. West)	148		0	0	3	3	n/a
Average Total/Index	125	0	0	0	4	4	7
50 to 99 Courses (Level 3)							
Langara College	82		0	0	2	2	n/a
Niagara College	90				2	2	n/a
Average Total/Index	86	0	0	0	2	2	9
10 to 49 Courses (Level 2)							
Gabriel Dumont Institute	37		1	0	9	10	n/a
Grant MacEwan College	13	0	3	0	9	12	8
Nunavut Arctic College	10	3	0	3	8	14	n/a
Sir Sanford Fleming College	44		0	1	4	5	n/a
St. Peters College	31				7	7	n/a
Average Total/Index	27	2	1	1	7	10	8
1 to 9 Courses (Level 1) & Not Reported (Level 0)							
Emily Carr Inst. - Art & Design	2				3	3	n/a
Keewatin Comm. College	5		1	0	6	7	13
Mount Royal College	4		2	3	8	13	11
NAIT	0		0	0	7	7	4
Newman Theological College	5				0	0	n/a
Ridgetown College	1		1	1	10	12	n/a
Average Total/Index	3	0	1	1	6	7	7
Totals	1,761	5	12	14	107	138	45
Average Total/Index	127	1	1	1	5	7	7

Table 5 - University Off Campus Programs Grouped By Region, Institution, and Service Index

	Off-Campus Courses	Core Collections	Known Item Requests	Subj/Ref Requests	All Other Categories	1999 [Tot=28]	1988 [Tot=27]	1984 [Tot= ?]
Atlantic Provinces								
Acadia Univ.	116		2	1	6	9		
Dalhousie University	42	0	1	0	8	9	6	
Memorial Univ.	250		4		10	14	9	2
Mount St. Vincent Univ.	182				2	2		
St. Francis Xavier Univ.	65	1	1	4	10	16	13	
Univ. of New Bruns.	113	0	3	2	9	14	11	
Average Total/Index	128	0	2	2	8	11	10	2
Quebec								
Univ. Laval	682	0	1	1	4	6	1	
Average Total/Index	682	0	1	1	4	6	1	0
Ontario								
Brock Univ.	41	1	2	2	10	15	10	9
Lakehead Univ.	72	0	4	2	8	14	11	11
Laurentian Univ.	147	1	2	2	11	16	12	9
OISE	0		4	1	8	13	11	
Queens Univ.	58		2		9	11	n/a	2
Ryerson Polytech. Univ.	118			0	1	1		
Trent Univ.	85	1	5	5	10	21		
Univ. de Sudbury	37		1		4	5		
Univ. of Guelph	117		2	1	8	11		
Univ. of Ottawa	97	1	2	3	9	15	10	11
Univ. of Waterloo	250		1	1	5	7		
Univ. of Western Ontario	0	0	3	5	8	16	11	8
Wilfred Laurier Univ.	196		2	1	9	12	10	
Average Total/Index	94	1	3	2	8	12	11	8
Prairie Provinces								
Athabasca Univ.	844	0	5	0	13	18	15	8
Brandon Univ.	95	2	4	1	11	18	14	13
Univ. of Alberta	290		2	0	8	10	11	7
Univ. of Calgary	170		4	0	10	14	6	8
Univ. of Lethbridge	0		1	0	7	8	5	4
Univ. of Manitoba	194	1	4	4	9	18	13	12
Univ. of Regina	169		0	5	11	16	7	
Univ. of Saskatchewan	133	1	4	4	11	20	10	5
Average Total/Index	237	1	3	2	10	15	10	8
British Columbia								
Open Learning Agency	450		4	5	10	19	12	10
Royal Roads Univ.	0		1	0	10	11		
Simon Fraser Univ.	83		4	0	11	15		
Univ. of British Columbia	157		4	2	10	16	13	12
Univ. of North. Brit. Col.	95	0	2	0	9	11		
Univ. of Victoria	198	1	5	5	12	23	15	13
Average Total/Index	164	1	3	2	10	16	13	12
Totals	5,546	10	86	57	291	444	236	144
Average	261	1	2	2	8	12	9	6

Table 6 - College Off Campus Programs Grouped By Region, Institution, and Service Index

	Off-Campus Courses	Core Collections	Known Item Requests	Subj/Ref Requests	All Other Categories	1999 [Tot=28]	1988 [Tot=27]
Atlantic Provinces							
Coll. N. Atlantic (Labr. West)	148		0	0	3	3	n/a
Average Total/Index	148	0	0	0	3	3	0
Quebec							
Average Total/Index	0	0	0	0	0	0	0
Ontario							
Niagara College	90				2	2	n/a
Ridgetown College	1		1	1	10	12	n/a
Sir Sanford Fleming College	44		0	1	4	5	n/a
Average Total/Index	45	0	1	1	5	6	0
Prairie Provinces							
Assiniboine Comm. College	102		0	0	5	5	n/a
Gabriel Dumont Institute	37		1	0	9	10	n/a
Grant MacEwan College	13	0	3	0	9	12	8
Keewatin Comm. College	5		1	0	6	7	13
Mount Royal College	4		2	3	8	13	11
NAIT	0		0	0	7	7	4
Newman Theological College	5				0	0	n/a
Nunavut Arctic College	10	3	0	3	8	14	n/a
SIAST - Wascana	310	1	0	1	9	11	3
St. Peters College	31				7	7	n/a
Average Total/Index	52	1	1	1	7	9	8
British Columbia							
Emily Carr Inst. - Art & Design	2				3	3	n/a
Langara College	82		0	0	2	2	n/a
Okanagan University College	427	1	1	0	5	7	6
Open Learning Agency	450		3	5	10	18	n/a
Average Total/Index	240	1	1	2	5	8	6
Totals	1,761	12	12	14	107	138	45
Average for All Regions	97	0	1	1	4	5	3

It is commendable that Royal Roads University Library – which has a small but unique program - and the University of Northern British Columbia have each achieved a "very active" service rating. This amounts to 10 distinctive programs out of a possible 13 in the "west" as compared to 10 out of 20 in the "east" – Ontario, Quebec, and the Atlantic Provinces.

In summary, between 1999 and 1988:

- 22 (65% of respondents) increased their Service Index rating by more than "2" – the difference between the 1988 and 1999 "Totals Possible"
- there were no institutions which remained "same as", i. e difference of between "0" and "2"
- plus there were no decreases in "service rating" between 1988 and 1999

Amongst University Libraries this suggests that the volume, kind, and range of services have increased on the average of 4 Service Index points – from levels which were "active" in 1988 to a level which is considered "very active" in 1999.

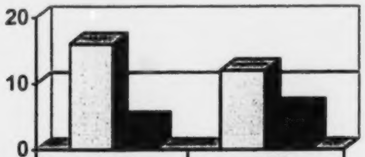
When it comes to the Colleges the low response rate in the 1999 survey does not permit any comment since most institutions that responded to the 1988 survey did NOT compete the 1999 and vice-versa. From the little data available, it appears that most institutions have not changed their service index levels significantly. It also appears that the "west" have stronger Off Campus Library Service programs than does the "east" – Ontario and Quebec especially.

1. Core Collections

"Core Collections" refers to those sets of books or journal articles considered "basic" to a given course **and** which are delivered to an off-campus site for the that particular course. Descriptive aspects of University and College "Core Collections" are covered in Tables 7 and 8 respectively.

The follow chart indicates the number of Universities and Colleges who responded "Yes" they were prepared to make to "Core Collections" available in 1999 and 1988.

Chart - Universities & Colleges



	1999	1988
□ Universities	16	12
■ Colleges	4	6

These numbers only indicate that Universities and Colleges were prepared to offer this service – **not** that it was actually provided throughout 1998/99 or within the most recent 12-month period (see responses to Question 1h). Generally in terms of an institution's willingness to extract a "core collections" for use at an off-campus there is a nominal increase in the University Library activity (4 institutions) and a negligible decrease in College Library activities (2 institutions) between 1988 and 1999.

Off Campus Core Collections consist of...

	1999		1988	
	Univ.	Colleges	Univ.	Colleges
Separate Off Campus Coll.	6	2	12	6
Unique Copies from Main Coll.	13 (9select)	4 (3select)	23 (16select)	16 (9select)
Dupl. Copies from Main Coll.	13 (8select)	4 select	25 (7select)	16 (4select)
A-V Materials Included	8 (7select)	4 (1select)	17 (12select)	15 (9select)
Non-Library Funding for...	4 (3 select)	2 (1select)	14 (8select)	9 (2select)
Non-Library Depts. With...	4	0	7	11

In terms of the details related to "Core Collections", it is clear that there has been a decrease in features or options surrounding core collection between 1999 and 1988. Most notably decreases are found in:

- a Library maintaining a separate collection for Off Campus Courses versus providing materials – unique or duplicate items – from the Main Collection
- non Library Collections (i.e. collections maintained and sent out by another on-campus agency)
- funding provided by Non-Library agencies to support a "core collection"

This is not overly surprising given many constraints of space, limited resources, and funding between or within Libraries and other on-campus agencies. Such constraints suggest that most libraries are re-thinking how materials are provided.

The changes in number and average size of "Core Collections" between 1988 and 1999 seem to verify that libraries are re-thinking the role and need for Core Collections. For example the following table compares the number of times and size of "core collections actually sent out in a 12-month period in both 1999 and 1988.

Numbers and Size of Off Campus Collections Provided...

	1999			1988		
	Responses	Range	Average	Responses	Range	Average
Universities	16	4 - 2500	693	24	3-179	36
Colleges	5	10 – 250	136	19	5-50	20

It is clear that there has been a significant drop in the number of collections sent between 1999 and 1988. Initially it "appears" that range and average size of these collections are larger in 1999 than in 1988. However amongst universities (Table 7) if Trent University's 2500 item Collection is excluded then the average of a university-level off campus Core Collection becomes 41. In addition if University of Ottawa's 500 item Collection is also excluded then the average size of an Off Campus Core Collection drops to 9 items – considerably smaller than the "36 item" averaged in 1988.

Similarly amongst Colleges if SIAST-Wascana's 250 item Collection is excluded the average size of Off Campus Core Collections amongst the remaining 4 institutions becomes 6 items. However the numbers of College libraries offering Core Collections is small thus raising questions regarding data validity.

It does make it clear that the number, size and importance of Libraries providing collections of "core" items for use at any given off campus site has declined. This decline suggests an apparent preference to provide materials in other ways – e.g. Known Item (Question 2) or Subject/Reference Service (Question 3), ILL (Question 10), or through Cooperative Agreements (Question 16). The following table makes this decline quite apparent.

Just concentrating on the differences between the number of off campus collections sent from university libraries – 24 in 1988; and 24 in 1999 - it is clear that while the overall numbers are the same the number of collections made available by each institution have declined.

Number of Off Campus Core Collections sent in 1998/99 or most recent 12 month period...

	1999		1988	
	Univ.	Colleges	Univ.	Colleges
40 or Higher	0	0	0	2
30 – 39	0	0	0	0
20 – 29	0	2	5	3
10 – 19	1	0	7	3
1 – 9	8	2	12	11
0, Not Reported, or N/A	7	2	11	20

Finally this is the first of three areas where each institution's Service Index has been adjusted to reflect the volume of activity in the number of Core Collections being sent out in 1998/99 or during any given 12-month period. In 1988 Service Index points were assessed as noted below. While it is acknowledged that the range intervals in the 1988 study are arbitrary they are consistent. Also the rationale for weighting the Core Collections Service Index is considered to be valid. Finally by being consistent in the application of such weighting between the 1999 and the 1988 studies comparisons can be drawn.

Number of Core Collections Sent:	Service Index
Over 40	5
30 – 39	4
20 – 29	3
10 – 19	2
1 – 9	1
Not Reported/Not Applic.	0

Tables 7 and 8 provides a breakdown for Universities and College Libraries respectively of responding institutions and what their practices and activities have been between 1988 and 1999 plus their Service Index ratings were in 1988 and 1999. The Complex indicator number simply indicates the number of options a particular is prepared to do and serves only for comparison between institutions within this category only.

In addition Table 3 looks at each University Library's "Core Collection" by the "Number of Courses" supported while and Table 5 examines "Core Collection" by "Geographic Area".

It becomes clear that in 1999 most institutions - regardless of size - are not putting a great deal of emphasis on providing "core collections" – the average Service Index being "1" – as compared to 1988's "3". The single exception is Brandon University Library's "2" Service Index for the number of Core Collections sent.

In summary it is felt that while institutions are still retaining the option to send a Core Collection for a given course being delivered to an off-campus site, the frequency and size of these collections seem to be in decline. However in cases like Trent University, the University of Ottawa, SIAST-Wascana, Brandon University, and University of Victoria, these arrangements are suitable given their situation and local needs.

Table 7 – University Off Campus Libraries' Core Collections (Question 1)

Universities					Selection of Core Coll.									Service Index	
	Sep. Off-Camp. Coll.	Unique Copies for…	Dupl. Copies in…	A-V in…	Instructor	Library	Course Biblio.	Other	Non-Lib. Funding for…	Non-Libr. Depts with…	Off-Camp. Coll. Sent	Off-Camp. Coll. Size	Complex - 1999 [Tot=10]	1999 [Tot=5]	1988 [Tot=5]
Athabasca Univ.	no	select	select	select	yes	Yes	yes		select	no			7	0	3
Brandon Univ.	yes	yes	yes	select	yes	Yes			yes	yes	10	15	8	2	1
Brock Univ.	yes	select	select	yes	yes	Yes			no	no	3	?	6	1	1
Dalhousie University	no	no	no	no				n/a	no	yes	n/a	n/a	1	0	2
Lakehead Univ.	no	select	select	select	yes	Yes			no	no			5	0	3
Laurentian Univ.	no	select	yes		yes	Yes			no	no	1	4	4	1	2
St. Francis Xavier Univ.	no	select	select	select	yes				no	no	3	30	4	1	1
Trent Univ.	yes	select	select	no	yes				no	no	1	2,500	4	1	1
Univ. Laval	no	select	select	no	yes		yes		no	no			4	0	1
Univ. of Manitoba	no	yes	yes	no	yes				no	no	2	10	3	1	1
Univ. of New Brunswick	yes	select	select	select	yes				no	yes	0		6	0	1
Univ. of Northern Brit. Col.	no	no	no	select	yes			yes	no		n/a	n/a	3	0	n/a
Univ. of Ottawa	yes	select	select	select	yes	Yes			no	no	1	500	6	1	3
Univ. of Saskatchewan	no	yes	yes	no	yes				select	yes	1	35	5	1	2
Univ. of Victoria	no	yes	yes	no	yes		yes		select	no	2	25	5	1	3
Univ. of Western Ontario	yes	no	no	no					no	no	n/a	n/a	1	0	1
Totals	6	13	13	8	14	6	3	1	4	4	24	3,119	72	10	26
Average of Totals											4	693	8	1	3

Table 8 – College Off Campus Libraries' Core Collections (Question 1)

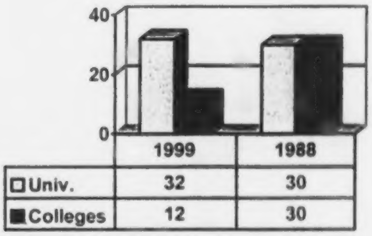
Colleges															
Grant MacEwan College	yes	yes	select	yes	yes	yes	Yes		no	no	n/a	n/a	7	0	3
Keewatin Comm. College	no	no	no	no		no	No						0		
Nunavut Arctic College	no	select	select	yes	yes	yes	Yes		yes	no	20	10	7	3	N/a
Okanagan Univ. College	no	select	select	select	yes	yes	Yes		'no	no	4	12	6	1	0
SIAST - Wascana	yes	select	select	yes	yes	yes			select	no	5	250	7	1	0
Totals	2	4	4	4	4	4	3	0	2	0	29	272	27	5	3
Average of Totals											10	91	5	1	1

BEST COPY AVAILABLE

2. Specific or Known Item Requests

"Specific or Known Item Request" refers to requests by users/students for "specific" or "known" items – books, journal articles or other materials.

Chart - Known Item Requests



	1999	1988
☐ Univ.	32	30
■ Colleges	12	30

Of the 32 university libraries responding "yes" to this question, 31 have been able to provide details about that aspect of their service. Correspondingly of the 12 colleges responding "yes", all have been able to furnish details. The specific details by which "Specific or Known Item Requests" are filled by each institution are detailed for Universities and College Libraries in Tables 9 and 10 respectively?

For example…

If Specific Titles are Not Available, are Substitutions Provided?	1999		1988	
	Univ.	Colleges	Univ.	Colleges
Automatically	6	3	9	3
Occasionally	6	0	5	8
On Request	14	7	11	15
Rarely	6	1	4	4

It seems clear that most institutions prefer only to substitute "On Request". This preference is fairly strong – if not more so – since less than 50% of University and Colleges Libraries in 1999 are doing this as compared to 1988. The other options are more evenly split.

When looking at how that material is forwarded to requestors, it is clear that most organizations are concerned for a rapid and secure method. While "First Class Mail" is still the most common method – just as it was in 1988, the use of "Priority Post", "Courier" have remained as strong options. What is interesting is the shift towards "Electronic" – fax, e-mail, pdf or some other electronic transfer mode. This option was not widely available or used in 1988 where as now university libraries use them for approximately 28% of the time as compared to 51% by Post, either First Class, Priority, or Book Rate. Also the use of Courier has increased from 36% in 1988 to 59% in 1999. Overall the emphasis seems to have been towards delivery methods which are "fast" and "secure".

Specific Known Item Materials Are Sent by...	1999		1988	
	Univ.	Colleges	Univ.	Colleges
First Class Mail	21	6	14	26
Priority Post	17	3	4	6
Book Rate	11	5	13	23
Courier	19	5	11	23
Electronic Access (e.g. fax)*	9	0	n/a	n/a
Other	6	6	4	16

"Specific or Known Item Requests" is the second areas where each institution's Service Index has been adjusted to reflect activity. The rationale is clearly that the effort and volume of "Known Requests" traffic for each responding institution should be reflected in its Service Index rating for this category. Service Index points were assessed on the basis noted below.

Number of Specific or Known Item Requests	Service Index
Over 5,000	5
1,000 – 4,999	4
500 – 999	3
100 – 499	2
1 – 99	1
Not Reported/Not Applic.	0

Tables 9 and 10 detail for University and College Libraries respectively the practices of each institution and the volume of material sent plus the corresponding Service Index for 1999 and 1988. Tables 3 and 4 for University and College Libraries respectively place "Known Item Requests" in the context of Off Campus Program Size while Tables 5 and 6 group those same program's "Known Item Requests" geographically. As mentioned earlier while the 1988 range selection seems somewhat arbitrary, the rationale behind such grouping is still considered valid and permits comparison between 1988 and 1999.

Table 9 totals University Libraries' Overall Service Index as being 86 – the highest of all categories – weighted or not. It is noteworthy that 13 of 32 responding libraries – 41% - have been rated as either "4" or "5". This is considered to be indicative of a high degree of efficiency and effectiveness.

According to Table 3 universities offering "Over 150" Off Campus Courses, Athabasca University and University of Victoria Libraries had a "5" "highly active" Service Index value when supporting "Known Item Requests". Of these two institutions it is felt that Athabasca University Library is markedly greater since it supports three times as many courses (894) as University of Victoria Library, its next closest contender (198). However it should be noted that Trent University Library, which only supports 85 Off Campus courses, merits a "highly active" "5" Service Index for its Off Campus Library Services program.

Organizations supporting "Over 150 Courses" and which have strong "4" Service Index levels include...

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* Due to error "Electronic Transfer" option was left out of this Question [see equivalent option under Question 3 – Subject/Reference]. Therefore any mention to Fax, E-Mail, Electronic Transfer, etc. in "Other" categories for both Universities and Colleges have been placed under "Electronic Transfer" and the totals under "Other" altered accordingly.

41

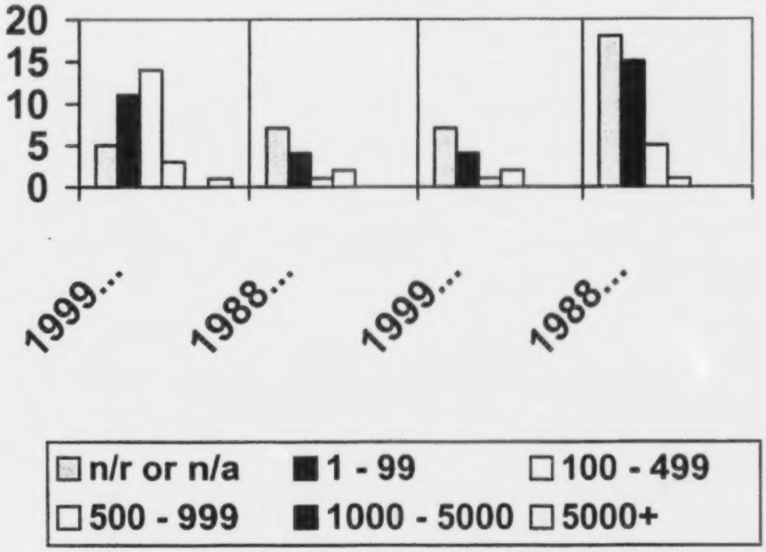
- Memorial University Library (supporting 250 courses),
- Open Learning Agency Library (450 courses),
- University of British Columbia Library (157 courses),
- University of Calgary Library (170 courses), and
- University of Manitoba Library (194 courses).

Although supporting lower courses levels institutions which have strong "4" Service Index levels include…

- University of Saskatchewan Libraries (133 courses),
- Brandon University Library (95 courses), and
- Lakehead University Library (72 courses).

Looking at "Known Item" Services Indexes grouped geographically as in "Table 5" it is clear from each region's Average Service Index Points that "the west" – the Prairie Provinces and British Columbia – have the strongest average of "3" Service Index points over "the east" – with the exception of Ontario's "3". Tables 4 and 6 for Colleges does not reveal any particularly noteworthy patterns.

Chart 2 - Universities 1999 vs 1988



Ranges for Specific Items Sent…

	1999		1988	
	Univ.	Colleges	Univ.	Colleges
No Report or n/a	2	3	9	18
1 – 99	5	4	7	15
100 – 499	9	2	8	5
500 – 999	3	1	3	1
1,000 – 4,999	9	2	5	0
5,000 +	4	0	3	0

In 1999 the largest grouping – 15 or 48% of 32 responding institutions – are amongst those institutions sending out over a 1,000 "specific/known items". The next largest grouping – 9 institutions or 28% - is amongst those institutions sending between 100 and 500 "specific/known items". In 1988 while this patterning is barely discernible it should be noted that most institutions – 30% of Universities; 60% of Colleges – did not or were not able to report.

When examining…

Estimated Number of Specific Items Sent to Off Campus Students…

	1999			1988		
	Response	Range	Average	Responses	Range	Average
Universities	32	9 – 22,125	2,525	15	4 – 2,200	382
Colleges	12	6 – 3,132	734	18	3 – 275	31

The ranges of "specific/known items sent" with Universities and then Colleges is so wide that it is not possible to make any clear conclusions – other than that there seems to be an increase in both ranges and averages between 1999 and 1988. A partial explanation might be that there appears to be – from the rounded numbers – that "estimates" rather than "actuals" have been reported by ten University Libraries.

Estimated Number of Students Requesting Known Item Materials in 1998/99…

	1999			1988		
	Response	Range	Average	Responses	Range	Average
Universities	32	3 – 5,837	422	21	3 – 3,125	413
Colleges	12	4 – 874	244	19	3 - 275	39

It is interesting that while the numbers of respondent libraries, plus the range variations, are both firm (only 5 apparent estimates) and statistically valid, that the average range for 1999 is close to that for 1988. However it is important to note that Athabasca University Library's high number (5,837) comprises 47% of the overall total.

Allowing for the College's respondent numbers being "low", there appears to be an increase in the number of students making "Known Item" requests between 1988 and 1999 – to the point where the numbers are the same as Universities. It does suggest that College Libraries are trying to cope with increased demand albeit with far fewer resources and less sophisticated service programs than universities

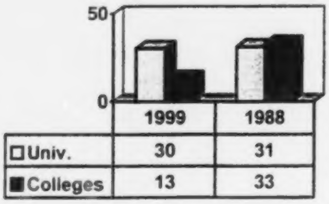
	Table 9 – University Known Item Requests (Question 2)									Service Index	
Universities	Substitute	First-Class Mail	Priority Post	Book Rate	Courier	Other	Items Sent	Students Req. Materials	Complex - 1999 [Tot=6]	1999 [Tot=5]	1988 [Tot=5]
Acadia Univ.	on req	yes			yes		269	69	3	2	n/a
Athabasca Univ.	occas	yes	yes	yes	yes		22,125	5,837	5	5	5
Brandon Univ.	auto			yes		yes	826	140	3	4	4
Brock Univ.	rarely	yes	yes				100	?	3	2	2
Dalhousie University	rarely	yes			yes	yes	low #s	low #s	4	1	1
Lakehead Univ.	on req		yes				1,047	92	2	4	2
Laurentian Univ.	occas		yes		yes	yes	342	117	4	2	4
Memorial Univ.	rarely		yes	yes			1,396	205	3	4	3
OISE	on req	yes	yes		yes		1,007	211	4	4	2
Open Learning Agency	auto	yes	yes	yes		yes	3,132	874	5	4	4
Queens Univ.	on req	yes		yes	yes		468	415	4	2	n/a
Royal Roads Univ.	on req	yes	yes			yes	59	24	4	1	n/a
Simon Fraser Univ.	occas	yes	yes		yes	yes	1,918	n/a	5	4	5
St. Francis Xavier Univ.	on req	yes			yes	yes	82	n/a	4	1	1
Trent Univ.	auto					yes	13,500	950	2	5	2
Univ. de Sudbury	on req		yes				9	3	2	1	n/a
Univ. Laval	on req		yes		yes		60	50	3	1	0
Univ. of Alberta	rarely		yes		yes		158	15	3	2	2
Univ. of British Col.	on req	yes		yes	yes		2,000	340	4	4	5
Univ. of Calgary	on req	yes	yes			yes	2,327	147	4	4	1
Univ. of Guelph	rarely				yes		250	25	2	2	n/a
Univ. of Lethbridge	rarely	yes			yes	yes	70	107	4	1	0
Univ. of Manitoba	auto	yes		yes	yes	yes	4,500	310	5	4	4
Univ. of New Bruns.	auto	yes			yes	yes	600	100	4	3	1
Univ. of N. British Col.	occas	yes		yes	yes	yes	3,000	450	5	2	n/a
Univ. of Ottawa	occas		yes				210	64	2	2	1
Univ. of Regina	on req	yes		yes		yes	n/a	239	4	0	1
Univ. of Saskatchewan	auto	yes	yes	yes			3,263	264	4	4	2
Univ. of Victoria	occas	yes	yes				12,000	900	3	5	4
Univ. of Waterloo	on req				yes		140	33	2	1	n/a
Univ. of West. Ontario	on req	yes	yes	yes	yes	yes	600	325	6	3	3
Wilfred Laurier Univ.	on req	yes			yes		300	60	3	2	1
Total	32	21	17	11	19	15	75,758	12,366	115	86	60
Average of Totals							2,525	442	4	3	2

Table 10 – College Known Item Requests (Question 2)										Service Index	
Colleges	Substitute	First-Class Mail	Priority Post	Book Rate	Courier	Other	Items Sent	Students Req. Materials	Complex - 1999 [Tot=6]	1999 [Tot=5]	1988 [Tot=5]
Assiniboine Comm. College	rarely	yes				yes	n/a	n/a	3	0	
Gabriel Dumont Institute	on req			yes			600	60	2	1	
Grant MacEwan College	on req			yes	yes		2,651	790	3	3	1
Keewatin Comm. College	auto	yes				yes	92	10	3	1	1
Mount Royal College	on req	yes			yes	yes	463	197	4	2	1
NAIT							n/a	n/a	0	0	0
Nunavut Arctic College	on req				yes	yes	10		3	0	
Okanagan University College	on req		yes	yes			40	13	3	1	2
Open Learning Agency	auto	yes	yes	yes		yes	3,132	874	5	3	
Ridgetown College	auto	yes			yes		6	4	3	1	
SIAST - Wascana	on req	yes	yes		yes	yes	343	n/a	5	0	0
Sir Sanford Fleming College	on req			yes			0	0	2	0	
Totals	11	6	3	5	5	6	7,337	1,948	36	12	5
Average of Totals							734	244	3	1	1

3. Subject/Reference Materials

"Subject/Reference Materials" are responses to user requests for "subject"-type searches or specific reference assistance. The chart below identifies that in the 1999 survey when responding to Question 3 these libraries responded "yes" they did provide this service.

Chart - Subject/Reference Requests



The question that immediately follows such a broad question involves "what do the library staff do?" Tables 12 and 13 immediately following this section respectively describe for Universities and Colleges the practices and activities undertaken by each responding institution's Off Campus Library Support program when addressing Subject/References inquiries.

Library Staff Respond To Requests for Subject/Reference Searches By…

	1999		1988	
	Univ.	Colleges	Univ.	Colleges
Send Bibliographies	25	10	18	16
Select Material & Send	23	10	21	23
Contact Requestor & Review	28	12	n/a	n/a
Other	5	1	4	4

It is apparent from the chart above that in 1999 between 77% and 93% of all Universities and Colleges with an Off Campus service programs provide a variety of "subject-oriented" responses – numbers which are dramatically "up" from 1988 responses of 58-66% for Universities and the 48-70% for Colleges.

Also in 1988 the preference was for libraries to "do the search and select the materials from that search to send" whereas in 1999 the Library "will do the search" and then "contact the Requestor to review" or "send the user the search results". In this manner the requestor selects what they want. The shift in this trend between 1988 and 1999 is not all that surprising given the availability today of online catalogues, indexing and web services plus the availability to e-mail and/or fax search results and in many cases the actual journal article full-text.

As with the previous Question/section on "Specific/Known Items Materials"…

Subject/Reference Materials Are Sent by...	1999		1988	
	Univ.	Colleges	Univ.	Colleges
First Class Mail	28	6	18	14
Priority Post	15	2	2	2
Book Rate	10	4	12	13
Courier	17	2	9	11
Electronic Access (e.g. fax)*	22	6	n/a	n/a
Other	9	5	5	11

The comments that have been made in the "Specific/Known Item Requests" are pretty much the same as "Subject/Reference". There is a clear preference for…

- Fast, rapid and secure
- First Class Post still predominant as a delivery method between 1988 and 1999
- Priority and Courier services are significant delivery modes/options
- Electronic methods have made a significant impact in 1999 over 1988 when they were generally not available

When considering any individual institution's flexibility in addressing the demands of its users it is interesting to compare the number of times it has responded "yes" to a particular service option – thus 1999 "Complex Index" numbers. Those institutions with higher complex index numbers especially number approaching the maximum total, the greater flexibility in the service programs ability to meet demands.

Estimated Number of Items Sent In Response to Reference/Subject Inquiries in 1998/99.

	1999			1988		
	Response	Range	Average	Responses	Range	Average
Universities	30	20 – 7,000	963	15	4 – 2,200	382
Colleges	13	12 – 1,578	431	18	3 - 275	31

"Subject/Reference Requests" is the last of three areas where an institution's Service Index rating has been adjusted to reflect its activity and volume. The rationale is that of the three weighted areas "Collections", "Known Item" and "Subject", "Subject" support is the most demanding in terms of professional and support staff. It is clear that most institutions handle such requests by having the Off Campus Library Staff contact the requestor directly to review the requests and/or the subject search/research results – in many instances on more than one occasion. Such contact might involve only forwarding the search results and then waiting for the user to select and return the results. However even that might require contacting the requestor by phone or e-mail to discuss, clarify or even negotiate what is needed. It seems only appropriate that those efforts on behalf of "Subject" Inquiries should be reflected and the volume of traffic weighted accordingly in any institution's Service Index.

Service Index points were assessed on the basis noted below and can be consulted respectively for Universities and Colleges in Tables 11 and 12 immediately following this section. The same data is also grouped by Off Campus Program size in Tables 3 and 4 for Universities and Colleges respectively. The same data is grouped geographically in Tables 5 and 6.

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* Due to error "Electronic Transfer" option was left out of this Question [see equivalent option under Question 3 – Subject/Reference]. Therefore any mention to Fax, E-Mail, Electronic Transfer, etc. in "Other" categories for both Universities and Colleges have been placed under "Electronic Transfer" and the totals under "Other" altered accordingly.

Therefore Service Index points were assessed on the following basis:

Number of Reference or Subject Requests	Service Index
Over 400	5
200 – 399	4
100 – 199	3
50 – 99	2
1 – 49	1
Not Reported/Not Applic.	0

As mentioned earlier while the range selection used in the 1988 study is somewhat arbitrary, the rationale behind such weighting is valid –especially for "Reference/Subject Requests". However it must also be pointed out that while virtually all responding institutions "count" "Known Items Sent" – not all count materials sent specifically and only for "subject requests". This accounts of "0" submissions from institutions like Athabasca University Library, University of Calgary, University of Alberta, and Simon Fraser University – all institutions where no distinction is made between material which is sent in response to "Known Item" request and those which have been a "Subject" request.

While is difficult to be conclusive about College Libraries and "Subject Requests" in 1999 – due to the low response rate – it does appear that College Libraries place their service emphasis on providing "specific known items" rather than conducting extensive "subject searching". According to "Table 11 – College Subject/ Reference Requests" and Tables 4 and 6 – Colleges Grouped respectively by "Number of Courses" and "Geographically", most of the 1999 College respondents in 1999 – with the exception of B.C.'s Open Learning Agency's "5" – rated "low levels" of activity in this area. The Overall Service Index average of "1" is markedly lower than the "2" or "3" found in "Known Item" requests.

This is not overly surprising given the fewer resources especially staff available to Colleges. However it must be pointed out again that the response rate for College in 1999 is not strong and therefore any conclusions made must be at best tentative.

By comparison when considering "Table 3 – Universities grouped by Number of Courses", it is quite clear the importance placed on providing "Subject/Reference" services by University Off Campus Library programs. While the overall index rating of 57 is lower than for "Known Item", it have the same average Service Index as "known" – 2. It is interesting that of the thirteen institutions offering "150+ courses" – four rate either at the "active" "4" or "very active" "5" levels. These include:

- Open Learning Agency,
- University of Manitoba,
- University of Regina, and
- University of Victoria.

Other notable programs providing high Service Index values for their "subject" service but supporting fewer courses include:

- University of Saskatchewan,
- St. Francis Xavier,
- Trent University, and
- University of Western Ontario.

Considering Subject Service geographically (Table 5), the predominant areas of the country having strong "Subject" programs are the Prairie Provinces and British Columbia.

When considering…

Estimated ranges of Off Campus Students Requesting Reference/Subject Materials…

Ranges of Students Req. Ref/Subj. Mat.	1999		1988	
	Univ.	Colleges	Univ.	Colleges
No Report or n/a	9	7	16	18
1 – 49	7	3	9	19
50 – 99	5	0	3	1
100 – 199	1	2	2	0
200 – 399	3	0	4	1
Over 400	5	1	1	0

It should be noted that in 1999 a significant percentage of respondents – 30% for universities; 53% for Colleges - have made no report, not even an estimation – on the number of students to whom they provide subject support. However at least for university libraries this might be considered an improvement over 1988 when the "no report/response" was 51%.

What is noteworthy is that in 1999 27% of University Off Campus Library program have assisted over 200 students when in 1988 only 16% of such programs did. Overall there has been a significant increase in the importance of meeting student's subject needs.

Chart 3 - Ref/Subj. Requests
1999 vs 1988

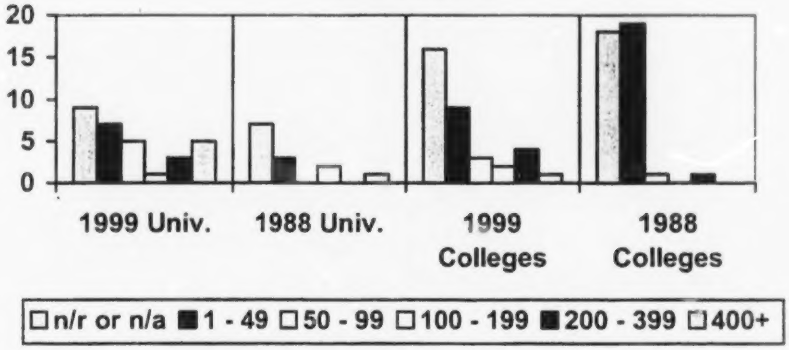

Table 11 – University Subject/Reference Requests (Question 3)

	Handles Subj. Req by...				Material Sent By...								Complex 1999 [Tot=10]	Service Index		Service Index for Known & Subj.	
Universities	Biblio. or List of Ref.	Selecting Books, Articles	Contact Requ'tor to Rev.	Other	First Class Mail	Priority Post	Book Rate	Courier	Electronic Transfer	Other	Items Sent	Students Subj. Req.		1999 [Tot=5]	1988 [Tot=5]	1999 [Tot=10]	1988 [Tot=10]
Acadia Univ.	yes	yes	yes		yes			Yes			182	42	5	1	n/a	3	n/a
Athabasca Univ.	yes	yes	yes		yes	yes	yes	Yes	yes		n/a	n/a	8	0	4	5	9
Brandon Univ.		yes	yes				yes		yes	yes	120	20	5	1	1	5	5
Brock Univ.	yes		yes		yes	yes			yes		50	50	5	2	1	4	3
Dalhousie Univ.	yes	yes	yes		yes	yes			yes		n/a	n/a	6	0	1	1	2
Lakehead Univ.	yes	yes	yes			yes					389	63	4	2	2	6	4
Laurentian Univ.	yes	yes	yes			yes		Yes	yes		489	54	6	2	1	4	5
Memorial Univ.	yes		yes		yes								3		1	4	4
OISE	yes				yes	yes		Yes	yes			31	5	1	1	5	3
Queens Univ.													0		n/a	2	n/a
Open Learning	yes	yes	yes		yes	yes	yes		yes		1,578	450	7	5	5	9	9
Ryerson Poly. Univ.													0		n/a	0	n/a
Royal Roads Univ.	yes	yes	yes	yes	yes	yes			yes	yes	n/a	n/a	8	0	n/a	1	n/a
Simon Fraser Univ.	yes		yes	yes	yes	yes		Yes	yes		n/a	n/a	7	0	1	4	6
St. Francis Xavier	yes	yes	yes		yes			Yes	yes	yes	1,100	270	7	4	1	5	2
Trent Univ.	yes	yes	yes							yes	800	400	4	5	2	10	4
Univ. de Sudbury													0		n/a	1	n/a
Univ. Laval	yes	yes	yes						yes	yes	20	20	5	1	0	2	0
Univ. of Alberta	yes		yes			yes		Yes	yes		n/a	n/a	5	0	1	2	3
Univ. of British Col.	yes	yes	yes		yes		yes	Yes		yes	800	80	7	2	3	6	8
Univ. of Calgary	yes	yes							yes	yes	n/a	n/a	4	0	1	4	2
Univ. of Guelph			yes					Yes	yes		125	9	3	1	n/a	3	n/a
Univ. of Lethbridge			yes		yes				yes		n/a	n/a	3	0	1	1	1
Univ. of Manitoba	yes	yes	yes		yes		yes	Yes	yes	yes	2,500	310	8	4	4	8	8
Univ. of New Bruns.	yes	yes	yes		yrs			Yes	yes		n/a	60	6	2	1	5	2
Univ. of N. British Col.	yes	yes	yes	yes	yes		yes	Yes	yes	yes	n/a	n/a	9	0	n/a	2	n/a
Univ. of Ottawa	yes	yes	yes			yes					450	130	4	3	1	5	2
Univ. of Regina	yes	yes	yes			yes	yes	Yes	yes		n/a	415	7	5	1	5	2
Univ. of Sask.	yes	yes	yes	yes	yes	yes	yes	Yes	yes		n/a	303	9	4	3	8	5
Univ. of Victoria	yes	yes	yes			yes	yes				7,000	600	5	5	4	10	8
Univ. of Waterloo		yes	yes					Yes			76	17	3	1	n/a	2	n/a
Univ. of West. Ontario		yes	yes		yes	yes	yes	Yes	yes		600	450	7	5	1	8	4
Wilfred Laurier Univ.	yes	yes	yes		yes			Yes	yes		100	30	6	1	1	3	2
Totals	25	23	28	4	18	15	10	17	22	9	16,379	3,804	71	57	43	143	103

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Average of Totals											963	181	5	2	2	4	4

Table 12 - College Subject/Reference Requests (Question 3)

	Handles Subj. Req by...				Material Sent By...								Complex 1999 [Tot=10]	Service Index [Tot=10]		Service Index for Known & Subj.	
Colleges	Biblio. or List of Ref.	Selecting Books, Articles	Contact Requestor to Review	Other	First Class Mail	Priority Post	Book Rate	Courier	Electronic Transfer	Other	Items Sent	Students with Subj. Req.		1999 [Tot=5]	1988 [Tot=5]	1999 [Tot=10]	1988 [Tot=10]
Assiniboine Comm. College													0	0		0	n/a
College N. Atlantic (Labr. West)	yes	yes								yes			3	0		0	n/a
Gabriel Dumont Institute		yes	yes				yes				n/a	n/a	3	0		1	n/a
Grant MacEwan College	yes	yes	yes				yes	Yes	yes				6	0	1	3	2
Keewatin Comm. College	yes		yes		yes					yes			4	0	1	1	2
Langara College			yes	yes									2	0		0	0
Mount Royal College	yes	yes	yes		yes				yes	yes	463	197	6	3	1	5	2
NAIT	yes	Yes	yes						yes		n/a	n/a	4	0	1	0	1
Nunavut Arctic College	yes	Yes	yes				yes			yes	100	100	5	3		3	0
Okanagan University College	yes	Yes	yes		yes	yes			yes				6	0	1	1	3
Open Learning Agency	yes	Yes	yes		yes	yes	yes		yes		1,578	450	7	5		8	0
Ridgetown College	yes	Yes	yes								12	4	3	1		2	0
SIAST - Wascana	yes	Yes	yes		yes			Yes	yes	yes	n/a	12	7	1	1	1	1
Sir Sanford Fleming College			yes		yes						0	1	2	1		1	0
Totals	10	10	12	1	6	2	4	2	6	5	2,153	764	58	14	6	26	11
Average of Totals											431	127	4	1	1	2	1

4. Special Phone Line

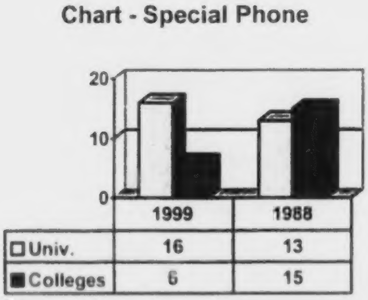


Chart - Special Phone

	1999	1988
☐ Univ.	16	13
■ Colleges	6	15

While 16 Universities responded "yes" to having a "Special Phone" for Off Campus services only 12 University Libraries and 4 College Libraries provided any details about their service. Of all the libraries responding "yes" – Lakehead University, B.C Open Learning Agency, University of Regina, University of Victoria, and University of Western Ontario – did not respond to any of the questions associated to this area. Similarly with the Colleges while two organizations responded "yes" - Gabriel Dumont Institute and the B.C. Open Learning Agency – they did not provide any details about their Phone Service.

It is not clear why the detailed response rate is so "spotty" but it is suspected that the wording of the initial question was unclear. For example it may have been better to query "Does the Library permit Off Campus Students" to request library materials by telephone?" If the response is "yes" then one of the questions would be "Does the Library have a special "toll-free" telephone line by which Off Campus students can request material?" – a question which is currently this area's initiating query.

As a result there is not a great deal to be said other than recounting the data that is available in Table 13 and 14.

Special Telephone Line Consists of...	1999		1988	
	Univ.	Colleges	Univ.	Colleges
Libr. Toll-Free/Collect Phone	3	3	13	15
Non-Libr. Toll-Free/Collect	0	n/a	4	3
Other	4	0	n/a	n/a

It seems that there has been a decrease between 1999 and 1988 in the number of institutions who provide "toll-free" telephone access.

Number of Calls Received in 1998/99 or 12-month period...

	1999		
	Response	Range	Average
Universities	4	80 – 197	148
Colleges	2	8 – 733	371

In 1988 no quantitative questions were asked about the number of calls received over this service. It is therefore impossible to determine if there has been any change. Also the above table has specifically excluded Athabasca University Library's 6,741 calls, since that would have badly skewed the averages. However what is most remarkable is the fact that very few institutions are tracking this information.

Table 13 - Special Phone Line for University Off Campus Library Services (Question 4)

Universities	Library Toll-Free Collect Phone #	Non-Library Toll-Free Phone #	No. of Calls Rec'd	Other	Complex - 1999 [Tot=3]
Athabasca Univ.	yes		6,741		1
Brock Univ.	no	no			0
Dalhousie University	no	n/a		yes	1
Lakehead Univ.					0
Laurentian Univ.	no	n/a			0
Simon Fraser Univ.	no		197	yes	1
Univ. of Alberta	no	n/a		yes	1
Univ. of British Col.	yes				1
Univ. of New Brunswick			150		0
Univ. of Northern Brit. Col.	no	n/a		yes	1
Univ. of Ottawa	no		80		0
Univ. of Saskatchewan	yes	no	164		1
Totals	3	0	7,332	4	7
Average per Institution			1,466		1

Table 14 - Special Phone Line for College Off Campus Library Service (Question 4)

Colleges	Toll-Free/Collect Number	No. of Calls Rec'd	Other	Complex – 1999 [Tot=1]
Grant MacEwan College	no	733		0
Mount Royal College	yes	n/a		1
Okanagan University College	yes	n/a		1
Ridgetown College	yes	8		1
Totals	3	741		3
Average per Institution		371		1

5. Advertisement

Question 5 addresses the methods by which an academic library, University or College, advertises or promotes the availability of its Off Campus Library Services program. The following indicates that number of institutions who responded that "yes" they do advertise their programs.

Chart - Advertisement of Services

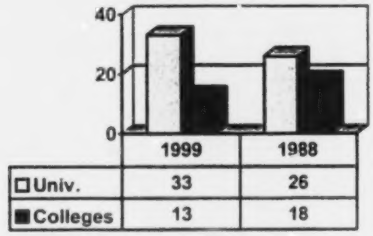


Table 15 and 16 respectively detail for University and College Libraries the methods by which individuals are made aware of the availability of Off Campus Library Services.

Types of Advertisement/Publications include...	1999		1988	
	Univ.	Colleges	Univ.	Colleges
Brochure/Leaflet	25	12	25	10
Calendar	18	6	7	3
Handbook	14	5	4	5
Course Literature	18	5	4	3
Letters to Faculty	11	3	2	3
Registration Information	11	3	3	0
Internet/WWW	25	9	n/a	n/a
Other	10	2	2	2

In 1999 76% of University Libraries rely equally upon "printed brochures" and the "Internet/WWW" – a figure which in the case of "printed brochures" is down somewhat from 1988. It is equally clear that the ubiquitous and "open" nature of the Internet-WWW-Web lends itself to this kind promotion accounting for its rapid utilization by University and College libraries.

It also accounts for its predominance when considering types of "Service Promotion/Advertisement" "most frequently employed".

In University Libraries, it is:

- WWW/Internet (10 of 34 responses) followed by
- Brochures (9 of 34 responses),
- Course Literature (5 of 34 responses), and then
- Handbooks (3 of 34 responses). In College Libraries 6 of 12 responses specifically referred to Brochures whereas 2 of 12 referred to Internet/WWW.

In College Libraries it is:

- Brochures (6 of 12 responses) followed by
- WWW/Internet (2 of 12 responses)

Table 15 - Advertisement of University Off-Campus Library Services (Question 5)

Universities	Brochure, Leaflet	Calendar	Handbook	Course Lit.	Letters to Faculty	Registr. Info.	Internet, WWW, Web	Other	Publ. Freq. Used	Internet/WWW Site	Complex 1999 [Tot=9]
Acadia Univ.	yes		yes			yes	yes		handbook	www.acadiau.ca/vaughan/services/disted.html	4
Athabasca Univ.	yes	yes	yes	yes			yes		broch.	www.athabascau.ca/library	5
Brandon Univ.	yes	yes			yes		yes	yes	letters to faculty	www.brandonu./Library/OCLS/	5
Brock Univ.	yes		yes	yes					course lit.		3
Dalhousie Univ.	yes			yes		yes	yes	yes	course lit.	www.library.dal.ca/general/public/offcampus.htm	5
Lakehead Univ.	yes				yes				broch.		2
Laurentian Univ.		yes	yes				yes		calendar	www.laurentian.ca/www/library/offcampus.html	3
Memorial Univ.	yes			yes		yes	yes			www.mun.ca/library/libline	4
Mount St. Vincent Univ.							yes		Internet-WWW		1
OISE	yes	yes		yes			yes		Internet-WWW	www.oise.utoronto.ca/library/disted.html	4
Open Learning Agency	yes	yes	yes	yes			yes		broch.	www.ola.bc.ca/ol/services/library/welcome.html	5
Queens Univ.	yes		yes			yes			broch.		3
Royal Roads Univ.	yes	yes	yes	yes	yes	yes	yes	yes	Internet-WWW		8
Simon Fraser Univ.	yes		yes	yes			yes	yes	Internet-WWW	www.lib.sfu.ca/kiosk/other/telebook.htm	5
St. Francis Xavier Univ.	yes	yes		yes	yes		yes		letters to faculty	linmain.stfx.ca/newlib/services/extended/els.html	5
Trent Univ.	yes	yes		yes	yes	yes			broch.	www.trentu.ca/jbc/	5
Univ. Laval						yes	yes		Internet-WWW		2
Univ. of Alberta	yes						yes	yes	Internet-WWW	www.library.ualberta.ca/library_html/disted/	3
Univ. of British Col.	yes	yes	yes	yes			yes		course lit.	www.library.ubc.ca/extension/welcome.htm	5
Univ. of Calgary	yes		yes	yes			yes	yes	Internet-WWW	www.ucalgary.ca/library/libcon/ www.ucalgary.ca/cted/mce/library/	5
Univ. of Guelph		yes		yes	yes		yes		Internet-WWW	www.lib/uoguelph.ca [User Services]	4
Univ. of Lethbridge	yes								broch.		1
Univ. of Manitoba	yes	yes	yes					yes	handbook		4
Univ. of New Bruns.	yes	yes			yes		yes	yes	broch.	www.lib.unb.ca/Services/DistEd/	5
Univ. of N. British Col.	yes	yes	yes	yes	yes	yes	yes		Internet-WWW	[plan to develop for librarian & library services]	7
Univ. of Ottawa	yes						yes		Internet-WWW	www.uottawa.ca/library/distedeng.html	2
Univ. of Regina	yes	yes		yes	yes		yes		broch.	www.uregina.ca/library/services/uread.html	5
Univ. of Saskatchewan	yes	yes	yes		yes	yes	yes		broch.	library.usask.ca/ustudy	6
Univ. of Victoria	yes			yes			yes		course lit.	uviclib.uvic.ca/cs/info.html	3
Univ. of Waterloo		yes	yes	yes	yes	yes		yes	handbook	www.lib.uwaterloo.ca/DistEd/	6
Univ. of West. Ontario		yes		yes			yes		course lit.		3
Wilfred Laurier Univ.		yes				yes	yes		registr. Info	www.wlu.ca/~wwwlib/libinfo/dept/distref.html	3
Totals	25	18	14	18	11	11	25	9			131
Average per Institution											4

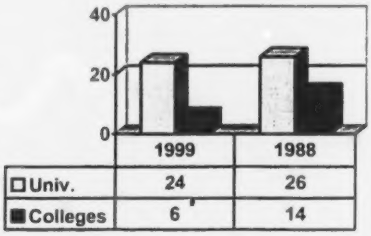
Table 16 - Advertisement of College Off-Campus Library Services (Question 5)

Colleges	Brochure, Leaflet	Calendar	Handbook	Course Lit.	Letters to Faculty	Registr. Info.	Internet, WWW, Web	Other	Publ. Freq. Used	Internet/WWW Site	Complex 1999 [Tot=9]
Assiniboine Comm. College	yes			yes						www.assiniboinec.mb.ca/library/	2
Gabriel Dumont Institute	yes		yes				yes	yes	presentations		4
Grant MacEwan College	yes						yes		brochure	www.lrc.gmcc.ab.ca/distancelearning/	2
Keewatin Comm. College	yes		yes		yes	yes	yes		registr. info	library.keewatincc.mb.ca	5
Mount Royal College	yes			yes			yes		Internet/www	www.mtroyal.ab.ca/programs/acadserv/lib/indexlibserv.htm	3
NAIT	yes	yes			yes		yes		brochure	[under construction]	4
Nunavut Arctic College	yes	yes		yes			yes	yes			5
Okanagan Univ. College	yes	yes	yes			yes					4
Open Learning Agency	yes	yes	yes	yes			yes		brochure	www.ola.bc.ca/ol/services/library/welcome.html	5
Ridgetown College	yes			yes		yes	yes		brochure		4
Sir Sanford Fleming Coll.	yes								brochure	flemingc.on.ca/lrc/library/libav2.htm	1
SIAST – Wascana	yes	yes	yes		yes		yes		internet/www		5
St. Peters College		yes							brochure		1
Totals	12	6	5	5	3	3	9	2			45
Average per Institution											3

6. Staffing: Librarians

When looking at the staffing of an institution's Off Campus Library Programs, it is important to consider what the involvement of professional librarians are in directing Programs on either a full-time or part-time basis as well as the role of Support Staff. Tables 17 and 18 enumerate for Universities and Colleges respectively the staffing levels employed within Off Campus Library Service programs.

Chart - Staff: Librarians



From the university summary figures regarding Librarians in Table 7 it is clear that in 1999 58% of all universities libraries have designated one Librarian as having overall responsibility for Off Campus Library support programs. It is also apparent from Table 17 and the extracted tables below that those institutions NOT having a full-time Librarian involved in their Off Campus Services programs then they have one, if not two, part-time librarians. However what the precise role of those librarians are – whether determining policy and practices for the program or whether providing expertise in subject inquiries or user training – is not clear. These aspects might be explored in a further study.

It is also interesting that only 8 of 24 institutions receive funding from outside non-library organizations. By converse that suggests that 66% of all professional staff involved in Off Campus Library programs are funded solely from the Library's Operating Budget.

Number of Librarians – Full & Part-Time…

	1999			1988		
Full-Time	Response	Range	Average	Responses	Range	Average
Universities	10	1 – 4	1.4	6	1-2	1
Colleges	1	1	1	2	1	1
Part-Time						
Universities	17	1 – 4	1.5	19	1-8	1.5
Colleges	5	1 – 2	1.4	13	1-2	1

It is also apparent from the above chart that professional staffing levels, whether in University or College Libraries, are relatively unchanged from 1988 to 1999 even though the volume of business being transacted has increased (see Questions 2 and 3 – Tables 9 and 11). It is apparent that only 1/3 of all responding University Libraries have designated a professional Librarian overseeing their programs on a full-time basis. Those who don't have a full-time Librarian overseeing their programs seem to have assigned Off Campus responsibility as a part-time duty.

For Colleges Libraries in Table 18, and from what little data is available, it is clear that organizations can not designate a full-time Librarian and that most must assign responsibility for the service on a part-time collateral basis. It is also apparent that such positions are funded wholly from the Libraries' own Operating Budget.

Table 17 - Staffing of University Off Campus Library Programs

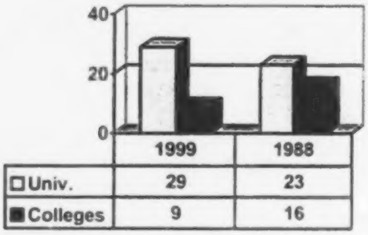
	Off-Campus Librarians (Question 6)					Off-Campus Non-Professional Support Staff (Question 7)						
Universities	# Full-Time	# Part-Time	Non-Libr. Salary	Complex 1999		# Full-Time	# Part-Time	Position Rank	Non-Libr. Salary	Complex 1999		Total Staff 1999
Acadia Univ.		?	no	0			?	varies	no	0		0
Athabasca Univ.	4		yes	4		10		clerical	no	10		14
Brandon Univ.	1		yes	1			1	LA-3	yes	1		2
Brock Univ.	2		no	2						0		2
Dalhousie Univ.		1	no	1						0		1
Lakehead Univ.		1	no	1			2	Ref-Ass't [Techn.]	no	2		3
Laurentian Univ.				0			4	LA, clerical	no	4		4
Memorial Univ.	1	3	no	4		1	3	LA-3, LA-1, Students	yes	4		8
OISE		1	no	1			1	la-4	no	1		2
Open Learning		2	no	2			2	technician, students	no	2		4
Queens Univ.		1	no	1			2	LT-6, LT-2	no	2		3
Royal Roads Univ.		2	no	2			5	LA, systems analyst, students	no	5		7
Simon Fraser Univ.	0	1	no	1		0	1	LA-5	n	1		2
St. Francis Xavier		1	no	1		1		highest level non-professional	no	1		2
Trent Univ.		1	no	1		1		LA-8	no	1		2
Univ. de Sudbury							1		no	1		1
Univ. of Alberta		4	no	4			2	all levels: LA-10 to runners	no	2		6
Univ. of British Col.		1	yes	1			1	LA-2	no	1		2
Univ. of Calgary	2	1	yes	3		1	2	LA-1, LA-2, Students	no	3		6
Univ. of Guelph		1	no	1			1	LA-5	no	1		2
Univ. of Lethbridge						0	1	Lib. Spec. 3	no	1		1
Univ. of Manitoba		2	yes	2		1	1	LA-4, LA-1	yes	2		4
Univ. of New Bruns.				0		1	4	LA-4 (2), LA-3, LA-2 (2)	no	5		5
Univ. of N. British Col.	1		no	1			1	Clerical	no	1		2
Univ. of Ottawa		2	no	2			1	LA	no	1		3
Univ. of Regina	1		yes	1			2	LA-4, LA-1	yes	2		3
Univ. of Sask.	1		yes			1	5	LA-4; LA-2; students	yes			0
Univ. of Victoria	1	1	yes	2		1	1	LA-4, LA-2	yes	2		4
Univ. of Waterloo							2	LA, clerical	no			0
Univ. of West. Ontario				0			u/a	LA-4	no	0		0
Wilfred Laurier Univ.				0			1	Ref-Assoc.	no	1		1
Totals	14	26	8	39		18	47		6	57		96
Average per Institution	1	2		1		2	2			2		3

Table 18 - Staffing of College Off Campus Library Programs												
	Off-Campus Librarians (Question 6)					Off-Campus Non-Professional Support Staff (Question 7)						
Colleges	# Full-Time	# Part-Time	Non-Libr. Salary	Librarians 1999		# Full-Time	# Part-Time	Position Rank	Non-Libr. Salary	Number Support Staff 1999		Total Staff 1999
Assiniboine Comm. Coll.		1	no	1			1	tech.	no	1		2
Gabriel Dumont Institute	1		no			1		LA	no	1		1
Grant MacEwan College				0		1	3	tech.		4		4
Keewatin Comm. College				0			2	Libr. Tech 1	no	2		2
Mount Royal College				0			2	LA-6, LA-4	yes	2		2
NAIT		2	no	2			1		no	1		3
Niagara College				0			1	tech.	no	1		1
Open Learning Agency		2	no	2			2	tech., students	no	2		4
Ridgetown College		1	no	1						0		1
St. Peters College		1	no	1			1	LA-1	no	1		2
Totals	1	7	0	7		2	13		1	15		22
Average per Institution	1	1		1		1	2			2		2

7. Staffing: Support Staff

While considering the staffing of any Off Campus Library program the importance and role of Support Staff is critical. Table 17 and 18 respectively addresses University and College Libraries by examining the non-professional staffing aspects of their Off Campus Library Service programs.

Chart - Support Staff



Number of Support Staff – Full & Part-Time with Off Campus Library Service Duties…

	1999			1988		
Full-Time	Response	Range	Average	Responses	Range	Average
Universities	9	1 – 10	2	6	1-4	1
Colleges	2	1	1	3	1	1
Part-Time						
Universities	24	1 – 5	1.3	19	1-3	1.5
Colleges	8	1 – 3	1.6	15	1-6	1.5

It is apparent from the above that the numbers of Support Staff – whether full-time or part-time – employed in Off Campus Library Service programs have increased from 1988 to 1999. It is apparent that twice as many non-professional staff are involved in Off Campus Library programs than professional Librarians – on either a full-time or part-time basis. This increase is dramatic within Universities (two as compared to one) but less so in Colleges. It is also apparent that almost all support staff are funded from University and College Libraries Operating Budget.

Ranking of Support Staff Involved in Off Campus Library Services…

	1999		1988	
	Univ.	Colleges	Univ.	Colleges
Libr. Ass't – 4 or Higher	11	2	4	0
Libr. Ass't – 3	3	-	3	1
Libr. Ass't – 2	6	-	5	2
Libr. Ass't – 1	4	1	2	4
Libr. Ass't – non-specific	4	1	7	0
Libr. Technician	2	5	1	6
Reference Assoc.	1	-	-	-
Clerical	4	-	6	5
Student	5	1	4	1
Other	2	-	-	-

63

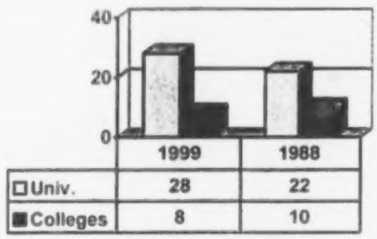
It is also apparent from the above chart that most Off Campus Library Programs use senior experienced Library Assistants to operate those programs. For example between 1988 and 1999 the biggest increases for Universities and Colleges occurs in the numbers of Library Assistant 4s assigned to Off Campus Library Services – an almost three-fold increase.

It is very clear from the above chart and numbers the importance of experienced and senior Support Staff to maintain effective and efficient Off Campus Library Service programs. This observation has been confirmed during the sabbatical site visits.

8. Bibliographic Instruction

Bibliographic Instruction is interpreted as… "a Librarian providing direct instruction to off-campus students through such means as print materials, videotape, teleconferences, or visits to course sites."

Chart - Bibliographic Instruction



Tables 19 and 20 examine "Bibliographic Instruction" respectively for Universities and Colleges for Off Campus users. In 1999 of the 34 University Library respondents, 28 or 82% have indicated that "yes" they do provide Bibliographic Instruction. This represents an increase over the 63% (22 of 35 respondents) reported in 1988. For Colleges in 1988 10 of 39 respondents or 26% indicated that they provided this service whereas even with less comprehensive data in 1999 10 of 18 respondents or 56% indicated that they provide Bibliographic Instruction. This clearly indicates that overall feeling is that it is important to provide some level of instruction to Off Campus students and that importance is significantly greater today than it was 10 years ago.

Methods of Bibliographic Instruction Commonly Employed…

	1999		1988	
	Univ.	Colleges	Univ.	Colleges
Print	21	8	9	4
Site Visits	18	5	5	4
On Campus Lectures	19	5	5	1
Teleconferencing	6	0	2	0
Videotapes	9	4	1	1
Electronic Presentations	28	12	n/a	n/a
Other	5	1	n/a	N/a

It is clear from the above chart that the within University Libraries the methods most frequently employed are:

- Electronic Presentation at 100% (28 of 28 responses)
- Print-based instruction (21 of 28 responses) for 75%
- On Campus Lectures 68% (19 of 28 responses)
- Site visits for 64% (18 of 28 responses)

These numbers and percentages clearly indicate the increased importance that University Libraries are placing on Off Campus Library Services instruction. It also clearly demonstrates that Off Campus Librarians are employing a wide range of techniques ranging from the traditional "print" to the "electronic to facilitate that instruction". It is also clear that for any number of these instructional sessions, more than one method or instructional mode are employed. Although there is no substantive data to verify it can be suspected if not supposed that the availability and type of instruction being employed "on campus" is also being directed towards "off campus".

Among College Libraries, while acknowledging that the problems of reliability with low response rate, the methods most frequently used are reported as:

- Print-Based Instruction materials are employed 100% (8 of 8 responses) or 63%
- On-Campus Lectures comprising 63% (5 of 8 responses)
- On Site visits at 63% (5 of 8 responses)

These responses suggest that within College while "Bibliographic Instruction" is perceived as being important – more so than in 1988 – use of more traditional methods such as "print" and "on" or "off" campus sessions are provided. The suggestion here is that College Libraries have fewer resources in terms of staff, materials and funds to do more creative or innovate.

Preferred Methods of Instruction	1999	
	Univ.	Colleges
Print	8	3
Electronic Presentation	6	1
On Campus Lectures	5	2
Site Visits	2	1
Teleconference	2	-
Web Pages	1	-
Phone Interview	1	-
Individual Instruction	1	-
Other	1	1

Basically it can be also assumed that most libraries focus on the instructional method considered most effective and efficient since the tendency of any organization is to focus on "practicality" and "usefulness". Therefore amongst University Libraries, while "print" is still "favored" by 29% of respondents, other methods such as "electronic" (21%), "on campus" (18%), "site visits" (7%) and "teleconferencing" (7%) are being employed. In College Libraries, even with the low response rates, it appears that "print" is still considered most "effective/efficient" followed by "on campus" sessions.

Bibliographic Instruction provided because...	1999		1988	
	Univ.	Colleges	Univ.	Colleges
Library Initiative	22	7	17	7
Pre-Established Policy	3	0	2	0
Faculty Request	17	4	11	9
Student Request	12	3	6	3
Other	4	0	3	0

It is quite clear that Bibliographic Instructions are provided first by the Library's own initiative – in 1999 by 67% for University Libraries and 50% of College Libraries. Following closely are Faculty Requests (1999: 52% for Univ.; 29% for Colleges) and Student Requests (1999: 36% for Univ.; 21% for Colleges). This pattern in both numbers and rough percentages is unchanged from 1988 to 1999.

Table 19 – Bibliographic Instruction, Orientation, and Research Skills for University Off-Campus Users (Question 8)

	Instructructional Methods								Service Provided because…						
Universities	Print	Site Visits	On-Camp. Lect.	Teleconf.	Videotape	Electronic Present.	Other	Freq. Used Method	Libr. Initia.	Pre-Est. Policy	Fac. Req	Stud. Req.	Other	Advertis. to Fac/Stud.	Complex 1999 [Tot=13]
Univ. of Alberta		yes	Yes	yes			yes	On-Camp. Lect.			yes			select	6
Athabasca Univ.	yes	yes			yes	yes		Electr. Present.	yes	yes	yes	yes		yes	9
Brandon Univ.		yes				yes		Electr. Present.	yes		yes		yes	yes	6
Univ. of Calgary	yes	yes	yes	yes		yes		On-Camp. Lect.	yes	yes	yes			yes	9
Univ. of British Col.	yes		yes			yes	yes	Print	yes					select	6
Brock Univ.	yes	yes	yes					Electr. Present.			yes			yes	5
Dalhousie University	yes		yes				yes	Print	yes					select	5
Lakehead Univ.	yes	yes	yes	yes				Teleconf.	yes		yes			select	7
Laurentian Univ.	yes						yes	Print	yes	yes			yes		5
Univ. Laval		yes						site visits	yes		yes	yes		select	5
Univ. of Lethbridge	yes	yes						Print	yes					select	4
Univ. of Manitoba	yes	yes	yes				yes	indiv. Instruc.	yes		yes	yes		select	8
Memorial Univ.	yes				yes	yes		Electr. Present.	yes		yes			yes	6
Univ. of Northern Brit. Col.	yes	yes	yes	yes		yes		Other	yes		yes	yes		yes	9
Univ. of New Brunswick	yes	yes	yes	yes			yes	site visits	yes		yes	yes	yes	yes	10
OISE	yes							Print				yes		no	2
Open Learning Agency	yes	yes					yes	Other	yes			yes		yes	6
Univ. of Ottawa	yes	yes	yes	yes				Teleconf.	yes		yes			yes	7
Queens Univ.	yes		yes					Print	yes					yes	4
Royal Roads Univ.	yes		yes				yes	On-Camp. Lect.	yes		yes	yes		yes	7
Univ. of Regina		yes	yes					On-Camp. Lect.			yes			select	4
St. Francis Xavier Univ.	yes		yes			yes		Electr. Present.						yes	4
Univ. of Saskatchewan	yes	yes	yes			yes	yes	Electr. Present.	yes		yes	yes		yes	9
Simon Fraser Univ.			yes				yes	web pages	yes		yes			yes	5
Trent Univ.		yes	yes					Print	yes		yes	yes		yes	6
Univ. of Victoria	yes	yes	yes					On-Camp. Lect.	yes					yes	5
Univ. of Western Ontario	yes	yes	yes			yes		Print	yes			yes	yes	yes	8
Wilfred Laurier Univ.							yes	Phone Interv.				yes		select	3
Totals	21	18	19	6	2	9	11		22	3	17	12	4	26	170
Average per Institution															6

Table 20 - Bibliographic Instruction, Orientation, Research for College Off-Campus Users (Question 8)

	Instructuctional Methods								Service Provided because…						
Colleges	Print	Site Visits	On-Camp. Lect.	Teleconf.	Videotape	Electronic Present.	Other	Freq. Used Method	Libr. Initia.	Pre-Est. Policy	Fac. Req	Stud Rcq.	Other	Advertis. to Fac/Stud.	Complex 1999 [Tot=13]
Gabriel Dumont Institute	yes	yes				yes		Print	yes					yes	5
Grant MacEwan College	yes	yes	yes					site visits	yes		yes			yes	6
Mount Royal College	yes	yes			yes	yes		Print	yes			yes		yes	7
NAIT	yes		yes			yes		on campus	yes		yes			select	6
Open Learning Agency	yes	yes					yes	Other	yes			yes		yes	6
Ridgetown College	yes		yes					Print			yes			yes	4
SIAST - Wascana	yes		yes			yes		electr. Present.	yes					yes	5
St. Peters College	yes	yes	yes					on campus	yes		yes	yes		yes	7
Totals	8	5	5	0	1	4	1		7	0	4	3	0	7	46
Average per Institution															6

9. Automated Literature Search Services

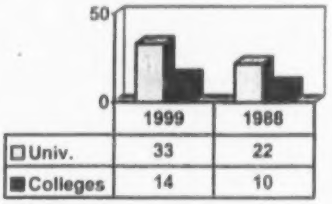
When reviewing this section it must be remembered that in 1988 "Automated Literature Searching" was usually interpreted as Librarians providing users with searches from commercial online database vendors or services such as DIALOG, BRS, or CAN-OLE. Few institutions in those days were able mount even "in-house" magnetic tape or database services of any kind. In 1988 "stand-alone cd-rom workstations" had only just been introduced and the search engines and number of database services was very limited.

Today there is a plethora of "Automated Indexes" available for direct access by users "on campus" as well as "off campus". Today everything from "stand alone" to "networked" cd-roms, magnetic tape, web and full-text versions of specific indexes are available "on" and "off" campus.

Therefore the 1999 responses have been broadly interpreted to mean "any type/format/version" or an automated index. Also no distinction has been made between searches being done by Off Campus Support staff on behalf of the requestor or requestors being encouraged to do their own searching. The operative term here is "access" – being either mediated or non-mediated. Tables 21 and 22 examine access and availability of "Automated Index" services for Off Campus users within the respective University and College environments.

Given this understanding, according to Table 21 in 1999, 33 of 34 University Libraries, or 97% responded "yes" as compared to 63% in 1988. Correspondingly in 1999 as seen in Table 22, 14 of 18, or 78%, responding College Libraries provide "automated literature searching" as compared to the 10 of 39 or 26% of respondents in 1988.

Chart - Automated Literature Searching



Automated Literature Searching Provided because...

	1999		1988	
	Univ.	Colleges	Univ.	Colleges
Direct Student Request	25	7	25	9
Library Initiative for Research	9	2	13	6
Faculty Req. for Reading List	6	3	6	3
Other	1	0	0	0

It is very clear that in 1999 most literature searching – 78% for Universities and 50% for Libraries - has been provided at the student request. This comparable to the 71% for Universities and the 41% registered in 1988.

Automated Literature Searching is...	1999		1988	
	Univ.	Colleges	Univ.	Colleges
Available at Off Campus Site	20	3	9	3
Advertised to Students	22	6	22	6

Table 21 – Automated Literature Searching for/by University Off-Campus Users (Question 9)

	Provided at...						
Universities	Direct Stud. Req.	Libr. Initia.	Fac. Req.	Other	Off-Camp. Site Avail.	Advert. To Stud.	Complex - 1999 [Tot=6]
Acadia Univ.	yes				yes	yes	3
Athabasca Univ.	yes	yes	yes		yes	yes	5
Brandon Univ.	yes						1
Brock Univ.	yes				yes	yes	3
Dalhousie University	yes				yes	select	3
Lakehead Univ.	yes	yes			no	yes	3
Laurentian Univ.	yes				yes	yes	3
Memorial Univ.	yes				no	yes	2
Mount St. Vincent Univ.	yes				select	no	1
OISE	yes				yes	yes	3
Ryerson Polytechnic Univ.	yes				no	no	1
Simon Fraser Univ.	yes				yes	yes	3
St. Francis Xavier Univ.	yes				select	yes	2
Trent Univ.	yes				yes	yes	3
Univ. of British Col.	yes	yes				yes	3
Univ. of Calgary	yes				yes	yes	3
Univ. of Guelph	yes			yes	yes	yes	4
Univ. of Lethbridge							
Univ. of Manitoba	yes	yes	yes		yes	yes	5
Univ. of New Brunswick	yes				yes	yes	3
Univ. of Ottawa	yes				no	yes	2
Univ. of Regina		yes	yes		select	select	3
Univ. of Saskatchewan	yes	yes			yes	yes	4
Univ. of Victoria	yes	yes	yes		yes	yes	5
Univ. of Waterloo	yes	yes	yes		yes	no	4
Univ. of Western Ontario	yes	yes	yes		yes	yes	5
Wilfred Laurier Univ.	yes				yes	yes	3
Totals	25	9	6	1	20	22	80
Average per Institution							3

Table 22 - Automated Literature Searching for/by College Off-Campus Users (Question 9)

	Provided at...						
Colleges	Direct Stud. Req.	Libr. Initia.	Fac. Req.	Other	Off-Camp. Site	Advert. To Stud.	Complex - 1999 [Tot=6]
Gabriel Dumont Institute	yes	yes			yes	yes	4
Grant MacEwan College	yes	yes	yes			yes	4
Keewatin Comm. College	yes		yes		no	no	2
Mount Royal College	yes				yes	yes	3
NAIT	yes				select	select	2
Nunavut Arctic College			yes		no	yes	2
Ridgetown College	yes				no	no	1
SIAST - Wascana	yes					yes	2
Totals	7	2	3	0	3	6	20
Average per Institution							3

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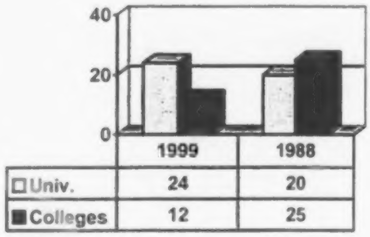
9. Interlibrary Loans (ILL)

In responding to whether Off Campus students have access to "Interlibrary Loans", in 1999 24 of 34 universities responded "yes" – 71% as did 12 of 18 or 66% of college libraries. This is marks an increase over 1988 when 57% of University Libraries (20 of 35) and 64% (25 of 39) of College Libraries responded "yes".

Chart - InterLibrary Loans



Tables 23 and 24 examine the practices and availability to Off Campus users of Interlibrary Loans within University and College Libraries.

ILL Requests Are Initiated by...	1999		1988	
	Univ.	Colleges	Univ.	Colleges
Student Request	21	12	17	22
Library Not Owning	12	7	11	11
Library Facilitating Research	3	3	3	6
Other	1	0	0	2

It is clear that in 1999 as in 1988 the majority of Interlibrary Loan Requests come from students themselves – occurring in Universities and Colleges approximately 88% of the time.

ILL Services are...	1999		1988	
	Univ.	Colleges	Univ.	Colleges
Sought Outside the Province	18	3	15	16
Advertised to Students	20	6	18	12

In terms of "how far" Libraries go for research materials for Off Campus students – in 1999 75% of University Libraries will go outside their own province whereas only 25% of College Libraries will go outside their "home" province. The Colleges number may be low given the small 1999 respondent rate. In 1988 43% of Universities went outside the "home" province as did 41% of College Libraries.

It is evident that Off Campus students "know" about the availability of Interlibrary Loan services – in 1999 and 1988 approximately 90% of University Libraries "advertise" their Interlibrary Loan service to Off Campus students. In 1999 and 1988 approximately 50% College Libraries offering an Interlibrary Loans service "advertised" that service to their Off Campus students.

Table 23 – InterLibrary Loans for/by University Off Campus Users (Question 10)

Universities	ILL Req Initiated at/by...				Outside Prov.	Advert. To Stud.	Complex 1999 [Tot=6]
	Stud. Req.	Libr. Since Not Owned	Libr. To Facilitate Search	Other			
Acadia Univ.	yes	yes			yes	yes	4
Athabasca Univ.	yes	yes	yes		select	yes	5
Brock Univ.	yes				select	yes	3
Dalhousie University	yes				yes	yes	3
Lakehead Univ.	yes	yes			yes	yes	4
Laurentian Univ.	yes				select	select	3
OISE	yes				select	yes	3
Open Learning Agency	yes	yes			no	yes	3
Royal Roads Univ.	yes				yes	yes	3
Simon Fraser Univ.	yes			yes	no	yes	3
St. Francis Xavier Univ.			yes		no	no	1
Trent Univ.	yes	yes			yes	yes	4
Univ. Laval	yes				yes	yes	3
Univ. of Alberta	yes				yes	yes	3
Univ. of British Col.		yes			no	no	1
Univ. of Calgary	yes	yes			yes	yes	4
Univ. of Lethbridge	yes				select	select	3
Univ. of Manitoba	yes	yes			no	no	2
Univ. of New Brunswick	yes	yes			select	yes	4
Univ. of Northern Brit. Col.	yes	yes	yes		yes	yes	5
Univ. of Regina	yes	yes			select	yes	4
Univ. of Victoria	yes				yes	yes	3
Univ. of Western Ontario	yes	yes			yes	yes	4
Totals	21	12	3	1	18	20	75
Average per Institution							3

Table 24 - InterLibrary Loans for/by College Off-Campus Users (Question 10)

Colleges	ILL Req Initiated at/by...					Advert. To Stud.	Complex 1999 [Tot=6]
	Stud. Req.	Libr. Since Not Owned	Libr. To Facilitate Search	Other	Outside Prov.		
Assiniboine Comm. College	yes				select	yes	3
College N. Atlantic (Labr. West)	yes	yes	Yes		no	no	3
Gabriel Dumont Institute	yes	yes			no	yes	3
Keewatin Comm. College	yes	yes			yes	yes	4
Mount Royal College	yes	yes			no	select	3
Nunavut Arctic College	yes	yes	Yes		no	select	4
Okanagan University College	yes				yes	yes	3
Open Learning Agency	yes	yes			no	yes	3
Ridgetown College	yes				no	yes	2
SIAST - Wascana	yes				yes	yes	3
Sir Sanford Fleming College	yes				select	yes	3
St. Peters College	yes	yes	Yes		yes	yes	5
Totals	12	7	3	0	4	9	39
Average per Institution							3

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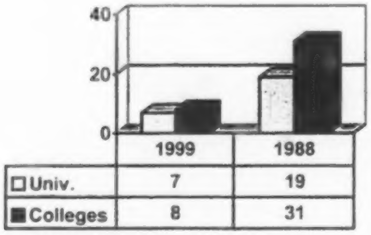
11. Charges for Service

In the 1999 survey when gathering information regarding "Service Charges" it might have been advisable to change the wording of the initial question from its "statement of fact" to that of a "question". For example the initial question was phrased "All library services are provided 'free of charge'. Yes. No." In order to avoid ambiguity it might have been better to use the phrase… "Are all library services provided 'free of charge'? Yes. No."

Chart - Service Charges



As it, it is very interesting to discover that in 1988 54% or 19 of 35 University Libraries and 31 of 39 – 79% of College Libraries responded "yes" to this question meaning that they provided service to their Off Campus Users "free of charge.

In 1999 only 21%, 7 of 34 University Libraries and 44%, 8 of 18 College Libraries provided Off Campus Library Services "free of charge". However most of these institutions chose not to respond to any of the follow-up questions dealing with assessed service charges on Computer searches; Photocopying, Interlibrary Loans, Postage, etc. In 1988 54% of University Libraries and 79% of College Libraries provided "free" Off Campus Library Service. Given recent problems and concerns regarding budgetary cuts and fiscal restraint this attitude is not terribly surprising. It does however signal a significant change between 1988 and 1999 – but it is a change that can not be enumerated to any great degree.

Table 24 lists the few institutions responding to this question. Included in this table are the service charges being applied for the 2 University Libraries who responded. Of the 11 college libraries who indicated that "no" "off campus library services were NOT free" not one organization chose to provide any further details.

It is quite clear that given the issues associated to Off Campus Library Service support "service charges", "fee for service" is a controversial and sensitive topic.

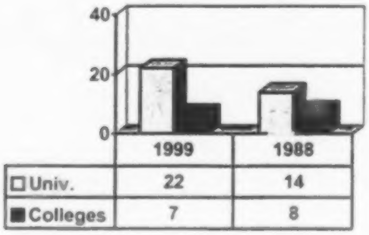
Table 25 – Service Charges For University Off-Campus Library Services (Question 11)

Universities	Computer Search		Photocopying		Interlibrary Loans		Postage/Shipping		Other	Charge	Complex 1999 [Tot=5]
	Comp. Searches	Charge	Photo-cop.	Charge	ILL	Charge	Postage	Charge			
Brock Univ.	yes	$20/min	yes	$0.15/page							2
Queens Univ.			yes	$0.20/page			yes	pays return	yes	Fax $0.50/page	3
Totals	1		2		0		1		1		5
Average per Instit.											3

12. Needs Assessment

“Needs Assessments” refers conducting a study to determine what Off Campus users “require” or “need” in order to complete Off Campus Course(s). This “needs” study is then used to “plan” Off Campus Support Programs including Library Services.

Chart - Needs Assessment



The following Tables 25 and 26 examine “Needs Assessment” of Off Campus users by University and College Libraries respectively.

In 1999 65%, 22 of 34 of University Libraries indicated that “yes” Needs Assessment were done. This is a 40% increase (14 of 35 respondents) from the 1988 levels. However in Colleges Needs Assessments do not appear to be an area of concern since in 1988 21% reported “needs” activities whereas in 1999 39% reported such activities. This may not be considered significant given the low College response rates in 1999.

Needs Assessments Conducted...	1999		1988	
	Univ.	Colleges	Univ.	Colleges
Standard Questionnaire	4	1	4	0
Form Letters	0	0	3	0
Personal Correspondence	8	0	6	3
Telephone Contact	11	3	11	6
Meetings with Faculty	15	6	11	7
Informal Discussions	15	4	12	7
Other	4	1	4	0

It is very clear that in 1999 "Needs Assessments" being done at University or College Libraries are likely to result from "informal discussions" with "faculty" or colleagues or users. The numbers in 1999 are virtually the same as those seen in 1988. It might be concluded that there are few formal "needs assessments" being conducted as deduced from the low response to the "standard questionnaire" query.

Frequency/When Needs Assessments Conducted...	1999		1988	
	Univ.	Colleges	Univ.	Colleges
Each Course Offered	3	2	5	4
Each New Course Introduced	4	0	4	3
As New Program Introduced	4	0	4	2
On a Regular Basis	5	1	2	1
On Ad Hoc Basis	16	4	9	3
Other	1	0	1	1

Previous remarks regarding the "informality" of "Needs Assessments" are echoed here in that the tendency in 1999 by 73% of University Libraries is to conduct "assessments" on an "ad hoc" basis – up from 1988's 64%. The 1999 and 1988 response rates for College Libraries in this category weakly echo that of the University Libraries.

Needs Assessments Linked to...	1999		1988	
	Univ.	Colleges	Univ.	Colleges
Written Goals & Objectives	11	2	9	1
Funding	2	0	2	1

When considering whether "Needs Assessments" are based upon existing University Libraries Services Plans or Objectives, only one third – 32% of respondents in 1999 – indicated "yes". This is a slight increase over the 26% reported in 1988. Amongst College Libraries having "needs" being formally related to "goals" is not considered.

Only a few academic libraries – less than 5% - have their "funding" linked to "program service needs".

81

Table 26 - Needs Assessment of University Off-Campus Library Services (Question 12)

Universities	Written Goals/Obj	Conducted by... Stand. Question.	Form Letters	Corresp.	Telephone	Meet with Faculty	Informal Discuss.	Other	Frequency Each Course	New Course	New Program	Regular Basis	Ad Hoc	Other	Linked to Funding	Complex 1999 [Tot=15]
Athabasca Univ.	yes				yes	yes	yes			yes	yes	yes	yes		yes	9
Brandon Univ.	yes				yes	yes	yes	yes					yes		no	6
Dalhousie Univ.	no					yes	yes			yes	yes				yes	5
Laurentian Univ.	yes					yes		yes	yes	yes				yes	no	6
Memorial Univ.	yes	yes				yes	yes						yes		no	5
OISE	no							yes					yes		no	2
Queens Univ.	no						yes						yes		no	2
Royal Roads Univ.	yes	yes		yes	yes	yes	yes					yes	yes		no	8
Simon Fraser Univ.	no			yes	yes	yes	yes		yes				yes		no	6
St. Francis Xavier	yes			yes	yes	yes						yes			no	5
Trent Univ.	no						yes				yes				no	2
Univ. of Alberta	no						yes						yes		no	2
Univ. of Calgary	no			yes	yes	yes	yes						yes		no	5
Univ. of Guelph	no			yes	yes								yes		no	3
Univ. of Lethbridge	no					yes				yes					no	2
Univ. of Manitoba	yes			yes	yes	yes	yes						yes		no	6
Univ. of New Bruns.	yes					yes	yes	yes				yes			no	5
Univ. of Ottawa	no	yes			yes								yes		no	3
Univ. of Sask.	yes			yes	yes	yes	yes		yes			yes	yes		no	8
Univ. of Victoria	yes			yes	yes	yes	yes				yes		yes		no	7
Univ. of West. Ontario	no					yes	yes						yes		no	3
Wilfred Laurier Univ.	yes	yes											yes		no	3
Totals	11	4	0	8	11	15	15	4	3	4	4	5	16	1	2	103
Average per Institution																5

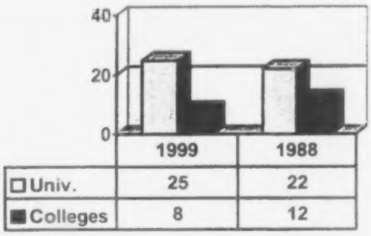
Table 27 - Needs Assessment of College Off-Campus Library Services (Question 12)

Colleges	Written Goals/Obj	Conducted by... Stand. Question.	Form Letters	Corresp.	Telephone	Meet with Faculty	Informal Discuss.	Other	Frequency Each Course	New Course	New Program	Regular Basis	Ad Hoc	Other	Linked to Funding	Complex 1999 [Tot=16]
College N. Atlantic (Labr. West)	no					yes	yes						yes		no	3
Emily Carr Inst. Art & Design	no					yes			yes						no	2
Grant MacEwan Coll.	no				yes	yes	yes						yes		no	4
Langara College	no				yes	yes	yes	yes					yes		no	5
Ridgetown College	yes				yes	yes	yes		yes						no	5
SIAST – Wascana	yes	yes				yes						yes	yes		no	5
Totals	2	1	0	0	3	6	4	1	2	0	0	1	4	0	0	24
Average per Institution																4

13. Evaluation

"Evaluation" means having Off Campus Services and resources undergo a periodical review process.

Chart - Evaluation



	1999	1988
□ Univ.	25	22
■ Colleges	8	12

Tables 27 and 28 enumerate for University and College Libraries respectively the "evaluation" or service review practices and frequencies that are being done for Off Campus Library Services.

In 1999 74% of University Libraries undergo Off Campus program evaluations as compared to 63% in 1988. In 1999 44% of Colleges undergo a program evaluation as compared to 31% in 1988. It is apparent that periodic evaluations amongst University and College Libraries are generally on the increase.

Evaluations Conducted by…	1999		1988	
	Univ.	Colleges	Univ.	Colleges
Library	20	6	15	11
Faculty	7	3	6	6
Central Campus Agency	5	2	7	0
Other	4	0	1	0

In 1999 80% of respondents will undergo a service evaluation which is conducted by University and College Libraries themselves as compared to 68% of University Libraries in 1988 and 92% of College Libraries. Also in 1999 approximately 25% of university libraries will undergo an evaluation by either Faculty or another Campus Agency – percentages which have not changed greatly from 1988 to 1999. It is expected that these latter evaluations might be more formal since they are being conducted by another campus agency. However it is clear that in 1988 and 1999 amongst College Libraries most evaluations are done predominantly by the Library or by teaching faculty.

Off Campus Library Services Evaluated by…	1999		1988	
	Univ.	Colleges	Univ.	Colleges
Course Evaluations	11	4	7	3
Program Evaluations	8	4	5	1
Separate Evaluative Process	16	4	14	7
Other	5	2	2	1

It is interesting that amongst University Libraries in 1999, as in 1988, such evaluations are most likely done – 64% of the time – by a separate process. The next most frequent process – 44% of University Libraries in 1999 as compared to 32% in 1988 – involve an individual course evaluation.

For Colleges, other than the fact that most evaluations are done via separate process, there is no other single or distinctive method being used in either 1988 or in 1999.

Frequency/When Evaluations Conducted...	1999		1988	
	Univ.	Colleges	Univ.	Colleges
Regular Course/Program Eval.	11	6	15	11
Ad Hoc Course/Program Eval.	3	3	6	6
Regular Separate Process	4	2	7	0
Ad Hoc Separate Process	14	0	1	0
Other	3	1	2	1

Slightly more than half (56%) of today's University Off Campus Library Service programs undergo evaluations as a separate "ad hoc" process – most likely as a result of a question or concern. This is different from 1988 when 68% of University Off Campus Service Programs were being reviewed as a part of a "regular Course or Program" evaluation. While in 1999 that still occurs at 44% of responding university libraries this signals that there has been a change in how University Off Campus Library programs are evaluated. In 1988 and then again in 1999 within College Libraries the majority of evaluations, over 75%, are as a result of "regular course or program" evaluation process.

Off Campus Library Services Programs Evaluated Against...	1999	
	Univ.	Colleges
Institutional Guidelines	12	3
CLA Guidelines	9	1
ACRL Guidelines	5	1
Other	1	0

In 1999 less than 50% of University Off Campus Library Programs are being evaluated against some kind of CANADIAN standard – 48% of programs are compared to an internal institutional guidelines while only 36% are compared against the 1994 CLA Guidelines for Off Campus Library Service Programs (Canadian Library Association). The use of the ACRL Guidelines (Association of College & Research Libraries) receives only a nominal 25% adherence by respondents. Since this question was not asked in 1988 there is no comparative data.

Evaluations Compared/Linked to...	1999		1988	
	Univ.	Colleges	Univ.	Colleges
Written Goals & Objectives	9	1	8	2
Funding	1	0	3	0

As with the section on "Needs Assessment" only one-third (36%) in 1999 and 1988 actually have any formal relationship between Off Campus Library Service evaluations and "Goals and Objectives".

Table 28 - Service Evaluation of University Off-Campus Library Services Programs (Question 13)

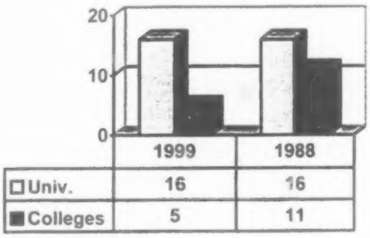
Universities	Conducted by...				Against Goals/Obj.	Conducted as...				Evaluation Frequency					Linked to Funding	Compared to Standards or Guidelines				Complex 1999 [Tot=19]
	Library	Faculty	Campus Agency	Other		Course Eval.	Program Eval.	Separate Process	Other	Reg. Course-Program	Ad Hoc Course-Program	Reg. Separ. Process	Ad Hoc Separ. Process	Other		Institut.	CLA	ACRL	Other	
Acadia Univ.	yes				no								yes		no					2
Athabasca Univ.	yes	yes	yes		yes	yes	yes	yes		yes	yes	yes	yes		no	yes				12
Brandon Univ.	yes				yes			yes					yes			yes	yes			6
Brock Univ.	yes				yes	yes	yes			yes					yes	yes				7
Lakehead Univ.	yes				no			yes					yes		no		yes			4
Laurentian Univ.			yes		no	yes				yes					no					3
Memorial Univ.	yes				yes			yes					yes		no					4
OISE		yes			no	yes				yes					no					3
Open Learning	yes		yes		no	yes	yes	yes	yes			yes	yes	yes	no					9
Queens Univ.	yes			yes				yes		yes					no	yes				5
Royal Roads Univ.	yes	yes			no	yes	yes	yes		yes	yes		yes		no	yes	yes	yes		11
St. Francis Xavier	yes			yes				yes	yes				yes	yes	no	yes				7
Trent Univ.	yes				no			yes				yes			no	yes				4
Univ. of British Col.			yes	yes	no	yes			yes	yes			yes		no					6
Univ. of Lethbridge	yes				no			yes					yes		no					3
Univ. of Manitoba	yes	yes			no	yes	yes		yes	yes	yes				no		yes	yes		9
Univ. of New Bruns.	yes				no			yes				yes			no	yes	yes			5
Univ. of N. British Col.	yes	yes		yes	yes	yes	yes			yes					no	yes	yes	yes		10
Univ. of Ottawa	yes				yes			yes					yes		no			yes		5
Univ. of Regina	yes				yes			yes	yes					yes	no	yes	yes		yes	8
Univ. of Sask.	yes		yes		yes	yes	yes	yes		yes			yes		no	yes	yes			10
Univ. of Victoria	yes	yes			yes	yes		yes					yes		no	yes	yes			8
Univ. of West. Ontario		yes			no		yes			yes					no					3
Wilfred Laurier Univ.	yes				no			yes					yes		no			yes		4
Totals	20	7	5	4	9	11	8	16	5	11	3	4	14	3	1	12	9	5	1	148
Average per Instit.																				6

Table 29 - Service Evaluation of College Off-Campus Library Services (Question 13)																					
Colleges	Conducted by...					Conducted as...				Evaluation Frequency					Linked to Funding	Standards or Guidelines				Complex 1999 [Tot=19]
	Library	Faculty	Campus Agency	Other	Against Goals/Obj.	Course Eval.	Program Eval.	Separate Process	Other	Reg. Course-Program	Ad Hoc Course-Program	Reg. Separ. Process	Ad Hoc Separ. Process	Other		Institut.	CLA	ACRL	Other	
College N. Atlantic (Labr. West)	yes	yes			no	yes	yes						yes		no	yes				6
Keewatin Comm. Coll.			yes		no			yes							no	yes				3
Mount Royal College	yes				no	yes	yes	yes					yes		no					5
Nunavut Arctic Coll.	yes				no				yes			yes								3
Open Learning Agen.	yes		yes		no	yes	yes	yes	yes			yes	yes	yes	no					9
Ridgetown College	yes	yes			no		yes			yes					no					4
SIAST – Wascana	yes	yes			yes	yes		yes		yes	yes				no	yes	yes	yes		10
Totals	6	3	2	0	1	4	4	4	2	2	1	2	3	1	0	3	1	1	0	40
Average per Instit.																				6

14. Finances/Funding

It seems that when considering anything associated to money – Question 11 "Service Charges" (Table 24) or Question 16 "Financing/Funding" (Tables 29 and 30 for Universities and Colleges respectively) – there is tremendous reluctance to share information. In 1999 47% of University Libraries responded "yes" as compared to 45% in 1988. For College Libraries in 1999 28%, 5 of 18, responded "yes" – the same percentage as in 1988, 11 of 39 respondents.

Chart - Finances/Funding



The details of University and College Library respondents are described in Tables 29 and 30.

Funding from...	1999		1988	
	Univ.	Colleges	Univ.	Colleges
Library Budget	8	3	10	5
External Funding Source	0	0	3	1
Partial Operating & External	7	1	5	4
Other	0	1	0	0

It is clear that in 1999 the funding for Off Campus Libraries come from either the Libraries Operating Budget (50%) or from a combinations of Operating and External Non-Library Funding (44%). In 1988 the majority of university Off Campus Library programs 63% were funded from Operating while 31% were a combination of Operating and External and a further 19% solely from External Non-Library Funding. It seems that between 1988 and 1999 any outside funds which used to support the Library's Off Campus Service program have disappeared.

Funding Allocated for...	Univ.		Colleges	
	1999	1988	1999	1988
Librarian Salaries	11 (5partial)	6 (1partial)	1	4 (1partial)
Support Staff Salaries	8 (3partial)	6 (1partial)	1 partial	4 (1partial)
Core Collections	5	15(2partial)	2	5
Telephone	9 (1partial)	7 (1partial)	3	1
Photocopier	8 (2partial)	6	2	1
Postage	9	6	2	2
Publicity	5	3 (1partial)	0	3
Bibliographic Instruction	4	3	1 partial	1
InterLibrary Loans	4 (1partial)	4 (1partial)	2 (1 partial)	1
Automated Lit. Searching	2 (1partial)	4 (1partial)	1 partial	1
Needs Assessment	3	2 (1partial)	0	1
Evaluation	2	1 partial	0	2
WWW/Internet	3	N/a	0	n/a
Development or Research	3 (1partial)	N/a	0	n/a
Other	2	N/a	1	n/a

It is evident that in 1999 amongst 50-69% of University Libraries Off Campus Library Services budget/funds were being directed to cover "essential" service elements – staffing, phone, photocopier and postage. A further 19-31% of the University Libraries budget/funds covered the "next most important" service elements namely: publicity, BI, interlibrary loans, WWW/Internet services, needs assessment and evaluations, r&d and automated indexing services. With University Libraries this is the same pattern as was occurring in 1988.

One notable difference that has occurred among university libraries between 1999 and 1988 involves staffing. It seems clear that somehow university libraries are meeting costs associated to increased staffing from 1988 to 1999 – both Librarians and Support Staff. It also appears that some of the funds covering the increased staffing levels are coming from outside Non-Library funding sources.

The low response rate for College Libraries in 1999 makes it difficult to draw any clear conclusions other than there seems to have been little change between how College Off Campus Library programs have been funded between 1999 and 1988. It is however clear that in 1988 only the "essential" service were being covered – staff, collections, phone, postage and publicity – whereas in 1999 some additional services are being covered.

Excluding Salaries, Funding Ranges from…	1999	
	Univ.	Colleges
0 – 20,000	9	4
20 – 40,000	2	1
40 – 60,000	2	0
60 – 80,000	0	0
80 – 100,000	0	0
Over 100,000	1	1

While no information was gathered about budget or funding amounts in 1988, in 1999 it seems a particularly interesting element.

In any operation, especially within libraries, staffing is by far the largest single expenditure. It is also clear that salaries will vary greatly between university and college libraries, between professional and support staff, and between professional and non-professional ranks. By excluding "salaries" it is possible to consider how much it costs to deliver Off Campus Library Support programs.

By excluding salaries, it seems that 56% of University Libraries and 80% of College Libraries can deliver their programs for under $20,000. Correspondingly 69% of University Libraries can deliver Off Campus programs for less than $40,000 when salaries are excluded. Only one institution – Athabasca University Library – the only pure Distance Education institution – which has a budget, excluding salaries, in excess of $100,000.

Table 30 - Finances & Funding of University Off-Campus Library Services Programs (Question 14)

	Funding Allocated From			Funding Allocated for…														
Universities	Oper. Budget	Non-Libr.	Comb. Oper. & Non-Libr	Prof. Salary	Supp. Staff Salary	Core Coll.	Phone	Photocop.	Postage	Publicity	Biblio. Instruc.	ILL	Auto. Lit. Search	Needs Assess.	Eval.	WWW - Web Progrm's	Devel. & Resear.
Athabasca Univ			yes	yes	yes	yes	yes	yes	yes	no	no	yes	no	no	no	no	no
Brandon Univ.			yes	partial	partial	yes	yes	yes	yes	no	yes	partial	no	no	no	yes	no
Brock Univ.	yes			no	no	no	no	no	no	no	no	no	no	no	no	no	no
Laurentian Univ.	yes			no	no	yes	no	no	yes	no	no	no	no	no	no	no	no
Open Learning	yes			yes			yes					yes					
Queens Univ.																	
Royal Roads Univ.			yes	yes													
St. Francis Xavier	yes			no	no	no	no	no	no	no	no	no	no	no	no	no	no
Trent Univ.	yes			partial	yes	yes	yes	yes	yes	yes	yes	yes	yes	yes	no	no	no
Univ. of British Col.	yes			partial	no	yes	yes	yes	yes	no	no	no	no	no	no	no	no
Univ. of Calgary			yes	yes	yes	no	no	partial	no	yes	no	no	no	yes	yes	yes	yes
Univ. of Manitoba			yes	partial	partial	no	partial	partial	yes	no	no	no	no	no	no	no	no
Univ. of Regina	yes			yes	yes	no	yes	no	yes	yes	no	no	no	no	no	no	no
Univ. of Sask.	yes			partial	partial	no	yes	yes	yes	yes	yes	no	partial	yes	yes	yes	yes
Univ. of Victoria			yes	yes	yes	no	yes	yes	yes	yes	yes	no	no	no	no	no	partial
Wilfred Laurier Univ.			yes	no	no		no										
Totals	8	0	7	11	8	5	9	8	9	5	4	4	2	3	2	3	3

Cont'n of Table 30 - Finances & Funding of University Off-Campus Library Services Programs (Question 14)

	Allocated Funds (excl. salaries)						Complex - 1999 [Tot=17]
Universities	- $20,000	$20 - 40,000	$40 - 60,000	$60 - 80,000	$80 - 100,000	Over $100,000	
Athabasca Univ						yes	9
Brandon Univ.			yes				11
Brock Univ.							1
Laurentian Univ.	yes						4
Open Learning Agency		yes					6
Queens Univ.	yes						1
Royal Roads Univ.							2
St. Francis Xavier Univ.	yes						2
Trent Univ.	yes						13
Univ. of British Col.	yes						7
Univ. of Calgary	yes						10
Univ. of Manitoba	yes						7
Univ. of Regina	yes						8
Univ. of Saskatchewan		yes					14
Univ. of Victoria			yes				10
Wilfred Laurier Univ.	yes						2
Totals	9	2	2	0	0	1	107
Average per Institution							7

Table 31 - Finances & Funding of College Off-Campus Library Services Programs (Question 14)

	Funding Allocated From			Funding Allocated for…													
	Operat. Budget	Non-Libr.	Comb. Oper. & Non-Libr	Prof. Salary	Supp. Staff Salary	Core Coll.	Phone	Photo-cop.	Postage	Publicity	Biblio. Instruc.	ILL	Auto. Lit. Search	Needs Assess.	Eval.	WWW - Web Progr'ms	Dev. & Resear.
Grant MacEwan Coll.	yes			no	no	yes	yes	yes	yes	no	no	no	no	no	no	no	no
Mount Royal College			Yes	no	partial	yes	yes	yes	yes	no	partial	partial	partial	no	no	no	no
Open Learning	yes			yes			yes					yes					
SIAST – Wascana				no	no	no	no	no	no	no	no	no	no	no	no	no	no
St. Peters College	yes			no	no	no	no	no	no	no	no	no	no	no	no	no	no
Totals	3	0	1	1	1	2	3	2	2	0	1	2	1	0	0	0	0

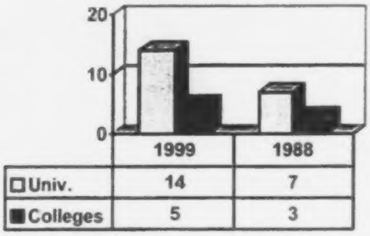
Cont'n of Table 31 – Finances & Funding of College Off-Campus Library Services Programs (Question 14)

Colleges	Allocated Funds (excl. salaries)						
	- $20,000	$20 - 40,000	$40 - 60,000	$60 - 80,000	$80 - 100,000	Over $100,000	Complex - 1999 [Tot=16]
Grant MacEwan College	yes					yes	7
Mount Royal College	yes						10
Open Learning Agency		yes					6
SIAST - Wascana	yes						2
St. Peters College	yes						2
Totals	4	1	0	0	0	1	27
Average per Institution							5

15. Curriculum Development

"Curriculum Development" refers to the involvement of Off Campus Staff – likely Librarians – in the development or delivery of "new" Off Campus or Distance Education classes. Tables 31 and 32 describe respectively for University and College Libraries the practices related to their involvement in the planning, development and delivery of Off Campus courses.

Chart - Curriculum Development



In 1999 41%, 14 of 34 University Libraries responded "yes" they were involved in the "Curriculum Development" process - a significant increase over the 20% reported in 1988. For Colleges in 1999 27% responded "yes as compared to the 8% in 1988. However in the case of Colleges the 1999 response is considered too low to be reliable.

Off Campus Librarian(s) Become Involved...	1999		1988	
	Univ.	Colleges	Univ.	Colleges
Course Proposal Stage	7	0	4	1
Initial Course Development	9	3	4	2
After Instructor Appointed	9	2	5	2
Other	3	1	0	0

Amongst University Libraries in 1999, like in 1988, the involvement of Librarians in the development process of a new Off Campus course occurs equally at any of the three stages indicated – at the proposal stage (50%); at the initial development stages (64%); or as the Instructor is appointed (64%). This numbers are comparable with the University responses in 1988 – even though the response rate in 1988 is low. For Colleges the responses are similar but so low as not to be considered reliable.

Off Campus Librarian(s) Contributes...	1999		1988	
	Univ.	Colleges	Univ.	Colleges
Lit. Searching – Course Dev.	7	3	3	4
Lit. Searching – Reading Lists	6	4	4	3
Advise on Assignments	10	3	7	2
Book Ordering	9	4	8 [?]	5
Advance Prep. of Stud. Info.	2	1	2	0
Critiquing Course Dev./Design	2	0	3	0
Other	3	0	0	1

It is evident that in 1999 Off Campus Librarian's expertise is being sought in more ways than in 1988. In 1999 this expertise consists of providing support during development phases – ordering material (64%), reading lists or course development literature (43-50%) – or in assignment preparation (71%). This forms a change from 1988 when the involvement of Librarians was primarily in ordering materials or in assignment advise (100% note: in 1988 8 responses were reported in "book ordering" category even though the overall response rate for universities in 1988 was only 7).

Table 32 - Curriculum/Course Development and University Off-Campus Library Service (Question 16)

Universities	Libr'ns Involved at...				Libr'ns Input Incl.							Complex - 1999 [Tot=13]
	Course Proposal	Course Develop.	Instruct. Appoint.	Other	Course Dev. Searches	Course Reading Lists	Advise on Assign.	Book Ordering	Prepar. Stud. Info.	Critique Curric. / Design	Other	
Athabasca Univ	yes	yes	yes		yes	yes	yes	yes		yes		8
Brock Univ.	yes	yes						yes				3
Dalhousie Univ.	yes				yes	yes	yes	yes				5
Laurentian Univ.		yes	yes		yes		yes	yes			yes	6
Memorial Univ.	yes	yes	yes				yes				yes	5
Open Learning		yes			yes	yes	yes					4
Royal Roads Univ.		yes	yes		yes	yes	yes	yes	yes			7
Simon Fraser Univ.		yes	yes				yes		yes	yes		5
Trent Univ.			yes					yes				2
Univ. of British Col.	yes							yes			yes	3
Univ. of Guelph	yes			yes			yes	yes				4
Univ. of N. British Col.	yes	yes	yes	yes	yes	yes		yes				7
Univ. of Regina			yes	yes			yes					3
Univ. of Victoria		yes	yes		yes	yes	yes					5
Totals	7	9	9	3	7	6	10	9	2	2	3	67
Average per Instit.												5

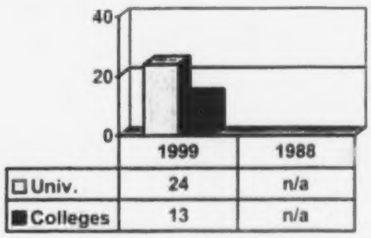
Table 33 - Curriculum/Course Development and College Off-Campus Library Services (Question 15)

Colleges	Libr'ns Involved at...				Libr'ns Input Incl.							Complex - 1999 [Tot=13]
	Course Proposal	Course Develop.	Instruct. Appoint.	Other	Course Dev. Searches	Course Reading Lists	Advise on Assign.	Book Ordering	Prepar. Stud. Info.	Critique Curric. / Design	Other	
Emily Carr Inst. Art & Design		yes					yes	yes				3
Nunavut Arctic College		yes	Yes			yes	yes	yes				5
Open Learning Agency		yes			yes	yes	yes					4
SIAST – Wascana				yes	yes	yes		yes	yes			5
Sir Sanford Fleming College			Yes		yes	yes		yes				4
Totals	0	3	2	1	3	4	3	4	1	0	0	21
Average per Instit.												4

16. Cooperative Agreements

"Cooperative Agreements" refers to formal or informal arrangements between libraries to extend or enhance library support programs for Off Campus users. Questions regarding cooperation were not asked in the 1988 study since at that time "cooperation" was not considered an "issue", "concern" or even a "common practice" amongst Off Campus Library Service programs. However in 1999 it clearly has become an "issue/concern" or "practice" since 71% - 24 of 34 University Libraries and, 72% - 13 of 18of College Libraries have indicated that "yes" they are actively involved in cooperative ventures.

Chart - Cooperative Agreements



	1999	1988
□ Univ.	24	n/a
■ Colleges	13	n/a

Table 33 examines what services are being extended to users of other institutions amongst University Libraries. Table 35 examines what services are being provided to one's own users by another institution user plus how the costs for cooperation are handled. Respectively Tables 34 and 36 looks at the same information amongst College Libraries.

Library Services Are Provided To Other Institutions Off Campus Users…	1999	
	Univ.	Colleges
Borrowing Privileges	17	10
Photocopying/ier	6	3
InterLibrary Loans	4	3
Mail/Courier	2	1
Auto. Indexing Services	5	4
Electronic Mail	3	2
WWW/Internet Access	6	3
Orientation/Biblio. Instruc.	6	2
Other	2	1

It is clear that among University Libraries by far the most predominant service – provided by 71% of respondents and extended by 79% of respondents (see below) - are "borrowing" privileges. This is much the same amongst College Libraries where 77% of respondents provide borrowing privileges in a cooperative fashion while 85% of respondents can expect that their users can, through cooperation, have borrowing extended to them. By comparison other services provided by responding institutions to off campus users NOT their own are less pronounced…

- Photocopying at 6 of 24 or 25% of University Libraries and 23%, 3 of 13 at College Libraries
- WWW/Internet access at 25% of University and 23% of College Libraries
- Orientation or BI at 25% of University and 15% of College Libraries
- Interlibrary Loans at 25 of University and 23% of College Libraries

It is found that the same kind of pattern applies when considering "Services Extended" which suggests that most cooperative agreements are equally reciprocal.

Off Campus Library Services Extended by Other Institutions to Own Users	1999	
	Univ.	Colleges
Borrowing Privileges	19	11
Photocopying/ier	6	3
Interlibrary Loans	6	3
Mail/Courier	3	2
Auto. Indexing Services	11	3
Electronic Mail	5	1
WWW/Internet Access	9	2
Orientation/Biblio. Instruc.	9	1
Other	5	1

The most notable difference involves access to Automated Indexing Services where 11 of 24, 46% of responding University Libraries have made some kind of arrangements so that another institution's automated indexes can be extended to their Off Campus students.

Cost of Cooperative Activities Covered by...	1999	
	Univ.	Colleges
Waived	13	8
Shared	7	1
Partial Cost Recovery	5	2
Full Cost Recovery	2	1
Mail/Courier Costs	2	2
Other	5	2

When considering the "cost" of cooperation among University Libraries 54%, 13 of 24 respondents "waive" those costs. If "waived" or "shared" suggest arrangements between organizations then 20 of 24 or 83% of responding Libraries have either "shared" or "waived" the costs. Among College Libraries 62% waive the cost of cooperation and 69% either "share" or "waive". Such responses tend to suggest that cooperative costs are not considered significant enough to pursue "recovery".

Interestingly enough 7 of 24 or 29% of University Libraries pursue recovery costs - either "full" or "partial". Among College Libraries 23% seek "full" or "partial" cost recovery.

Finally among University and College Libraries approximately 15-20% make "other" arrangements for offsetting costs – typically service on a "quid pro quo" basis. This suggests that when considering the costs associated cooperative Off Campus service agreements most Libraries are creative in addressing needs without pursing direct monetary compensation.

Estimated Number of Cooperative Activities Participated in 1998/99 or Last 12 months...	1999	
	Univ.	Colleges
Over 20 times	1	0
15 – 19 times	0	0
10 – 14 times	0	0
5 – 9 times	3	0
1 – 4 times	9	4
0 or n/a	9	3
No Responses	3	6

In 1998/99 or during the last 12 months there were 57 instances of "cooperative activities". Of the 16 institutions specifically responding to this query, including those who reported no activity, this works out to about 3 instances per year. For the 4 College Libraries who specifically responded there were 11 instances of such cooperation – an average of 3 instances per year.

It does seem clear that instances of cooperation are increasing – especially among University Libraries. In retrospect this is not surprising the number of cooperative alliances being undertaken across the country – provincially (most provinces has internal arrangements), regionally (COPPUL, OCUL, Novanet and CAUL), and nationally with the Canadian Site Licensing Project.

Table 34 - University Cooperative Agreements (Quest. 16) - Services Provided To Other Institutions Users Include...

Universities	Borrowing	Photocop.	ILL	Mail - Courier	Auto. Indexes	E-Mail	Internet - WWW	Orient. & Biblio Instr.	Other
Athabasca Univ.	yes								
Brandon Univ.									yes
Brock Univ.	yes	yes	yes	yes	yes	yes	yes	yes	
Laurentian Univ.	yes								
Memorial Univ.									
Open Learning									
Queens Univ.	yes	yes				yes	yes	yes	
Royal Roads Univ.	yes	yes			yes	yes	yes	yes	
Simon Fraser Univ.	yes								
St. Francis Xavier	yes	yes			yes		yes	yes	
Trent Univ.	yes		yes						
Univ. de Sudbury	yes		yes						
Univ. Laval	yes								
Univ. of Alberta	yes								
Univ. of Calgary	yes		yes						
Univ. of Guelph	yes								yes
Univ. of Lethbridge									
Univ. of New Bruns.	yes	yes			yes		yes	yes	
Univ. of N. Brit. Col.				yes					
Univ. of Ottawa	yes	yes							
Univ. of Regina									
Univ. of Sask.	yes				yes		yes	yes	
Univ. of Victoria									
Univ. of Waterloo	yes								
Wilfred Laurier Univ.									
Totals	17	6	4	2	5	3	6	6	2

Table 35 - College Cooperative Agreements (Question 16) - Service Provided To Other Institutions Users Include...

Colleges	Borrowing	Photocop.	ILL	Mail - Courier	Auto. Indexes	E-Mail	Internet - WWW	Orient. & Biblio Instr.	Other
Assiniboine Comm. Coll.									
Gabriel Dumont Institute	yes								
Grant MacEwan College									
Keewatin Comm. College	yes	yes	yes	yes	yes	yes	yes	yes	yes
Langara College	yes								
NAIT									
Niagara College	yes								
Nunavut Arctic College	yes		yes						
Okanagan Univ. College	yes				yes		yes		
Open Learning Agency	yes	yes			yes	yes	yes		
Ridgetown College									
SIAST – Wascana	yes	yes			yes			yes	
Sir Sanford Fleming Coll.	yes		yes						
St. Peters College	yes								
Total	10	3	3	1	4	2	3	2	1

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Table 36 - University Cooperative Agreements (Quest. 16) - Service Extended By Other Institutions Include...										Cooperative Costs...						Complex - 1999 [Tot=24]
Universities	Borrowing	Photocop.	ILL	Mail - Courier	Auto. Indexes	E-Mail	Internet - WWW	Orient. & Biblio Instr.	Other	Freq. Of Coop. Activ.	Waived	Shared	Partial Cost Recov.	Mail - Courier	Full Cost Recov.	Other	
Athabasca Univ.	yes									n/a	yes	yes		yes			5
Brandon Univ.					yes				yes		yes						4
Brock Univ.	yes	yes								?							10
Laurentian Univ.											yes		yes				3
Memorial Univ.	yes								yes	2	yes	yes					4
Open Learning Agency	yes			yes	yes		yes								yes		5
Queens Univ.										2	yes						6
Royal Roads Univ.	yes								yes	3	yes	yes	yes	yes	yes		13
Simon Fraser Univ.	yes									2	yes						3
St. Francis Xavier Univ.	yes	yes			yes		yes	yes		5						yes	11
Trent Univ.	yes		yes	yes	yes	yes	yes	yes		?		yes					10
Univ. de Sudbury	yes		yes							4	yes						5
Univ. Laval	yes									1			yes				3
Univ. of Alberta	yes		yes			yes	yes	yes	yes	7	yes					yes	9
Univ. of Calgary	yes		yes		yes	yes	yes	yes		0	yes	yes				yes	11
Univ. of Guelph										0							2
Univ. of Lethbridge	yes	yes	yes	yes	yes	yes	yes	yes		0	yes					yes	10
Univ. of New Brunswick	yes	yes			yes		yes	yes		20			yes				11
Univ. of Northern Brit. Col.										n/a							1
Univ. of Ottawa	yes	yes								3			yes				5
Univ. of Regina	yes				yes			yes		n/a	yes	yes					5
Univ. of Saskatchewan	yes				yes	yes	yes	yes		5	yes						10
Univ. of Victoria	yes	yes	yes		yes		yes	yes		2						yes	7
Univ. of Waterloo	yes									1		yes					3
Wilfred Laurier Univ.					yes				yes	0							2
Totals	19	6	6	3	11	5	9	9	5	57	13	7	5	2	2	5	158
Average per Institution										3							6

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Table 37 – College Cooperative Agreements (Question 16) - Service Extended By Other Institutions Include...											Cooperative Costs...						
Colleges	Borrow.	Photocop.	ILL	Mail - Courier	Auto. Indexes	E-Mail	Internet - WWW	Orient. & Biblio Instr.	Other	Freq. Of Coop. Activ.	Waived	Shared	Partial Cost Recov.	Mail - Courier	Full Cost Recov.	Other	Complex - 1999 [Tot=24]
Assiniboine Comm. Coll.	yes									n/a	yes	yes		yes			4
Gabriel Dumont Institute	yes	yes			yes			yes									5
Grant MacEwan College	yes																1
Keewatin Comm. College	yes		yes							4	yes		yes	yes			14
Langara College										n/a			yes			yes	3
NAIT	yes										yes					yes	3
Niagara College	yes									4	yes						3
Nunavut Arctic College		yes	yes	yes													5
Okanagan Univ. College	yes				yes	yes	yes			2	yes						8
Open Learning Agency	yes			yes	yes		yes								yes		10
Ridgetown College	yes		yes								yes						3
SIAST – Wascana									yes	n/a	yes						6
Sir Sanford Fleming Coll.	yes										yes						4
St. Peters College	yes	yes								1							3
Totals	11	3	3	2	3	1	2	1	1	11	8	1	2	2	1	2	72
Average per Institution																	5

Institutional Service Indexes Compared
1999 – 1988 - 1984

Although it is not the purpose of the *Third Canadian Off Campus Library Services Survey – 1999/2000* to emphasize any one program as being "superior" or "better" than another. It is possible given the "Service Index" data from the 1984, 1988 and now the 1999 surveys to compile a listing of University and College Libraries Off Campus grouped or "ranked" by their overall Service Index.

As a reminder, the 1988 table of descriptive levels is as listed below…

Descriptive Levels for
Off Campus Library Service Programs

	Univ.	Colleges
High Level	19-28	12-28
Very Active	12-18	7-11
Active	7-11	4-6
Low Level	1-6	1-3

The ranked list for Universities and Colleges is being presented without commentary. For the specific descriptions which comprises any individual institution's Service Index readers should reference either Tables 1and 2, Tables 3 and 4, or Tables 5 and 6 – for University and College Libraries respectively - as well as each of the broad survey question areas and Tables contained within this report.

University Off Campus Library Service Programs
Comparison of 1984, 1988, and 1999

Universities	1999 [Tot=28]	1988 [Tot=27]	1984 [Tot= ?]
Univ. of Victoria	23	15	13
Trent Univ.	21		
Univ. of Saskatchewan	20	10	5
Open Learning Agency	19	12	10
Univ. of Manitoba	18	13	12
Brandon Univ.	18	14	13
Athabasca Univ.	18	15	8
Univ. of Western Ontario	16	11	8
Univ. of Regina	16	7	
Univ. of British Columbia	16	13	12
St. Francis Xavier Univ.	16	13	
Laurentian Univ.	16	12	9
Univ. of Ottawa	15	10	11
Simon Fraser Univ.	15		
Brock Univ.	15	10	9
Univ. of New Brunswick	14	11	
Univ. of Calgary	14	6	8
Memorial Univ.	14	9	2
Lakehead Univ.	14	11	11
OISE	13	11	
Wilfred Laurier Univ.	12	10	
Univ. of Northern Brit. Col.	11		
Univ. of Guelph	11		
Royal Roads Univ.	11		
Univ. of Alberta	10	11	7
Queens Univ.	10	n/a	2
Dalhousie Univ.	9	6	
Acadia Univ.	9		
Univ. of Lethbridge	8	5	4
Univ. of Waterloo	7		
Univ. Laval	6	1	
Ryerson Polytechnic Univ.	5		
Univ. de Sudbury	4		
Mount St. Vincent Univ.	2		

College Off Campus Library Service Programs
Comparison of 1984, 1988, and 1999

Colleges	1999 [Tot=28]	1988 [Tot=27]
Open Learning Agency	18	n/a
Nunavut Arctic College	14	n/a
Mount Royal College	13	11
Ridgetown College	12	n/a
Grant MacEwan College	12	8
SIAST – Wascana	11	3
Gabriel Dumont Institute	10	n/a
St. Peters College	7	n/a
Okanagan University College	7	6
NAIT	7	4
Keewatin Comm. College	7	13
Sir Sanford Fleming College	5	n/a
Assiniboine Comm. College	5	n/a
Emily Carr Institute Of Art & Design	3	n/a
College N. Atlantic (Labr. West)	3	n/a
Niagara College	2	n/a
Langara College	2	n/a
Newman Theological College	0	n/a

Conclusions and Recommendations

Methodology:

Change #1

Future survey methods be changed to:

1. Use the online/web versions of the survey instrument similar to that employed in the 1999 survey, making it possible for individuals/organization to go to the site, complete and submit electronically
2. Use regional contacts – especially for Ontario, Quebec and Atlantic Provinces – whose role would be to assist in preparing the contact lists of organizations and who would, at the request of the researcher, follow up with those lists to encourage and assure submission by organizations within each of their respective regions

Change #2

Provide guidelines or suggestions by respondents experiencing difficulties in interpreting:

- What constitutes a "course" – a method for determining equivalency for "full/6-hour credit" and "half/3-hour credit"
- Distinguish between "diploma" and/or "certificate" courses
- Be specific between defining a "off campus student" – is this FTE (full-time-equivalents) or numbers of students in a particular class/course
- Clearly defining "independent studies"
- When permitting respondents to provide "estimates" then explicitly indicating that numbers are in fact "estimates"
- Provide clear distinction between Off Campus courses which are "face-to-face" and those which are delivered via "distance education". For examples consideration should be given to courses which may be hybrid between methods and/or courses being delivered over the WWW/Internet

Change #3

Review what data elements are considered essential to describing the "size" of Off Campus programs. For example can the "number of Off Campus courses being delivered" realistically be considered a measure of an institution's "size" and is there a direct correlation to the Library Support Service being provided? If there is then that data should be collected is a consistent and equitable manner.

Change #4

Review the Service Index tables used to determine weighted Service Indexes scores for:

- Consistency in the spread and intervals in the tables for Core Collections, Known Item Requests and Subject/Reference Requests.
- Equating those institutions not differentiating between one type of "request" and another with those that do not make that differentiation. Correcting for this difference is "numbers collections" permits equitable assessments of service volume by accounting for each type of Known Item or Subject/Reference requests separately or as a single combined number.
- Consider the use of weighting in other service categories such as FTE staffing, the number of Bibliographic Instructional sessions provided, the number of Interlibrary Loans provided to Off Campus requestors, and cooperative ventures. In fact consideration might be given to using "negative" service indicators for practices such as "service charges" which run counter to "guidelines" or which in the case of "cooperative" activities "extended" and "received" might be used to balance that service rating.

Survey Findings and Recommendations

Findings #1
Over 80% of responding institutions who offer more than 50 Off Campus courses per year have seen a dramatic increase in the total number of courses being offered in 1999 as compared to 1988. This implies that Libraries supporting those programs have also had to cope with significant increases in demand for service and support.

Finding #2
Based on Off Campus Service Index points Libraries in the "west" generally seem to have stronger programs than in the "east".

Geographically notable programs include:

- Atlantic Provinces
  - Memorial University Library stands out as being "very active" in Off Campus Library Services support
  - St. Francis Xavier Library, University of New Brunswick Library (Fredericton) and Dalhousie have strong "active" Off Campus Library Services
  - Novanet is an example of a unique cooperative program which combines, for participating libraries, the use of a common "regional" automated catalogue and a "request" button which enables a document delivery service via courier/van from the "lending" institution to the requestor's "home" library at a reasonable and nominal cost within 48-72 hours.

- Ontario
  - only a marginal increase over 1988's regional Service Index levels
  - Trent University Library is the region's only "highly active" Off Campus Library Services program
  - Lakehead University Library and Laurentian University Library have seen their Off Campus Library services programs increase from 1988's "active" to "very active" in 1999.
  - Brock University Library, University of Guelph Library, and University of Western Ontario Library all have strong "active" Service Index points for their Programs
  - Use of the OCUL Reciprocal Borrowing agreement (Ontario Council of University Libraries) undercuts the need for more formalized Off Campus Library Services programs
  - Localized cooperative agreements such as TUG (Tri-Universities Group) between institutions who are in close proximity with each other, e.g. University of Guelph Library, University of Waterloo Library, and Wilfred Laurier University Library. Such close proximity fosters close cooperation starting with "shared systems/catalogues", extending to "reciprocal borrowing" agreements and policies, and eventually include common practices and policies as well as expedited "document delivery". This leaves a tendency amongst these institutions towards considering future "shared service programs".

- Prairies and British Columbia (The West)
  - Athabasca University Library, on the basis of the large number of Off Campus courses supported, its status as a purely distance education institution, and the "volume" of requests processed, stands out as a particularly unique Off Campus Library Services provider.
  - Off Campus Library Service programs having Service Indexes that are "highly active" include Athabasca University Library, University of Victoria Library, University of Saskatchewan Library, and the B.C. Open Learning Agency. Service programs at the

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high end of "very active" include Brandon University Library, University of Manitoba Library, University of British Columbia Library, University of Regina Library, and Simon Fraser University Library.

- Cooperative efforts of Off Campus Library Services are under discussion through the regional Council of Prairie and Pacific University Libraries (COPPUL)

Finding #3
The use of Core Collections in Off Campus Library Services programs – in numbers, size, and importance - are generally in decline from 1988 to 1999. Since 1988 there are fewer Off Campus Collections which are being maintained separately from the Main Collection. There is also a decrease in the funding allocated to maintain/support Core Collections.

Finding #4
For Off Campus Library Service programs responding to requests for "Specific Known Item Materials" the concern is for rapid and secure delivery methods. There is a trend towards sending material "electronically" – via fax or e-mail. Finally unlike in 1988 Off Campus Library Service programs prefer **not** to make substitutions in requested material but prefer the requestor to make those selections themselves.

Finding #5
For Off Campus Library Service programs providing "Subject/Reference Requests" there has been a 25% increase in the number of institutions providing this service in 1999 over 1988. From 1988 to 1999 the preference by Off Campus Library programs has shifted from the "library selecting material" to "consulting with requestors".

Finding #6
Between 1988 and 1999 there has been a decrease in the number of Off Campus Library Service programs providing "toll free" phone service.

Finding #7
When advertising or promoting Off Campus Library Service programs it is clear that the "Internet/web" and "print" are both the preferred and the most commonly used method whereas in 1988 print-based promotion was common.

Finding #8
In 1999 most staff, whether professional or supporting non-professional, are being funded directly by libraries. Of these 58% of responding university libraries do involve professional librarians in their Off Campus Service programs but only half of these professionals have this as a full-time responsibility. In College libraries this responsibility is almost always assigned as a collateral or part-time duty.

Finding #9
The number of support staff used in Off Campus Library Service programs has increased two-fold from 1988 levels to 1999. The professional ranking of support staff has increased dramatically from "lower" Library Assistant 1 or 2 levels in 1988 to Library Assistant 3 or 4 levels in 1999. All of this strongly suggests that Off Campus Library Service programs depend heavily upon experienced Library Assistants at senior levels to accommodate the growth in demand for Off Campus Library Service programs.

Finding #10
Between 1988 and 1999 there has been a 20-25% increase in Bibliographic Instruction sessions by University and College Off Campus Library Service programs. Within universities the preferred method for instruction is "electronic presentation" followed successively by "print"-based instruction, "on campus lecture"-methods and "site visits". For colleges which generally have less staff available for Bibliographic Instruction reliance is placed upon "print"-based and "on campus lectures".

Finding #11
Almost all university libraries and, to a somewhat lesser degree, college libraries have arranged for Off Campus users to have access to online automated indexing services – an increase of 35% over the 1988 levels.

Finding #12
There has only been nominal increase in the number of academic institutions, university and college libraries, who are permitting Off Campus users access to Interlibrary Loan services – especially outside the "home" province.

Finding #13
Between 1988 and 199 there appears to have been a change regarding "Charges for Services". In 1988 54% of university libraries indicated that their Off Campus Library Services were provided "free" whereas in 1999 only 20% responded that their service was "free". When requested to identify what services were being charged and what these charges were most organization chose not to respond. It seems clear that, in spite of various "guidelines" regarding "open" and "equitable access", Off Campus users are being charged for some services. However most organizations are reluctant to provide specifics about charging.

Finding #14
Amongst university libraries there has been a significant increase (40%) in the "assessments" of Off Campus user needs. However most "needs assessments" are informal, rather than formal, usually resulting from discussions with faculty or users.

Finding #15
There has been a nominal 10% increase between 1988 and 1999 in the number of academic libraries, university and colleges, undertaking "evaluations" of Off Campus Library Service programs. However 80% of the time these evaluations are likely to be conducted by the libraries themselves and are just as likely to be on a "ad hoc" basis as compared to a "regular" or planned systematic process.

In 1999 less than half of university Off Campus programs are being evaluated against an "institutional" standards while only 36% are evaluated against the 1994 CLA Guidelines for Off Campus Library Services. Further only 28% are being compared to the ACRL Guidelines for Off Campus Library Services.

Finding #16
If salaries are excluded, 56% of university and 80% of college libraries are delivering Off Campus Library Services for less than $20,000 per year. Further to this 69% of university libraries are delivering their programs for less than $40,000 – excluding salaries. Only one institution – Athabasca University Library – a purely "distance education" organization – has an operation which, still excluding salaries, is in excess of $100,000 per year.

Finding #17
In 1999 there has been a notable 20% increase whereby Off Campus Library program administrators have become involved in the "curriculum development" of an institution's Off Campus course program. However even with this increase less than 50% (universities – 41%; colleges – 27%) responded that "yes" they were being included in "curriculum development". Clearly there is still work to be done.

In 1988 when involvement in Curriculum Development was most likely to consist only of "ordering course resources", in 1999 it has expanded to include "preparing course reading lists" and "advising on assignments".

Finding #18
While "cooperation" was not considered a significant concern to be examined in the 1988 survey, in 1999 it clearly has become one since 71% of university and 72% or college respondents have indicated activity in some kind of cooperative agreement benefiting their Off Campus clientele. It is clear that providing "borrowing" privileges is the most prominent cooperative activity – reported by 75-85% of respondents –

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while other services – albeit less frequently mentioned - include: photocopying, WWW/Internet access, orientation/BI, or interlibrary loans.

Finally in any given year 90% of cooperative activities occur less than 10 times with cost for such cooperation being "waived". It is clear that Cooperation is not a "costly" factor when it comes to Off Campus Library users.

Survey "Other" or "Additional" Remarks – By Institution

Universities

Acadia University
Additional Comments:
Acadia University Library is currently in a transitional period in the organization of the services related to Distance Education. At the present, our goals and objectives are to adhere to the ALA and CLA guidelines and standards. In doing so, the Library staff is currently absorbing the requirements of the Distance Education Students and duties are distributed among the professional and support staff as appropriate. In other words, we are attempting to serve Distance Education Students as any other student on Campus without departmentalizing the Distance Education Services.

Regarding the "?" indicators [in Question 6 & 7 – Librarian & Support Staff], we are currently attempting to direct the requests from Distance Education Students to one Support Staff Person who is responsible in turn to contact the appropriate staff within the Library to deliver the service. At the moment, there is not a fulltime position devoted to Distance Education Requirements.

Brandon University
2a. Request for Known Item-Substitution
Although we checked "automatically", it really depends on the request. Substitutes are automatically provided for book reviews if an item is not available, otherwise the student is contacted to learn more about the topic and ask if they want additional research done. Additional research may also be provided automatically if the student has clearly indicated what their topic is about in the Request form, but they obviously do not have enough information for their topic.

2b. Request for Known Item-Other
Bus, Plane, or Fax

1. Request for Subject/Ref Mat
We will do subject searches for students, but only if they are at a site where there is no Internet Access. Also excluded from subject searches are Extension Students who have Internet access from home or work.

3b. Request for Subject/Ref Mat-Other
Bus, Plane or Fax

2. Advertisement of Services
We indicated that "letters to faculty" are our main means of advertising the service. But these always include pamphlets so pamphlets are equally used.

5a. Advertisement of Services-Other
Links to Brandon Univ. service available from Campus Manitoba web site and some Campus Manitoba course sites

8b. Bibliographic Instruction
"Electronic Presentations" were indicated as the most frequently used type of instruction but we do an equal amount of site visits. We do however anticipate that site visits will be used less frequently as Inter-Universities North (IUN) recently introduced LearnLink which we are currently using for Campus Manitoba Instruction courses.

8c. Bibliographic Instruction-Other
Community Coordinator or Distance Education Coordinator Request

10c. ILL

BEST COPY AVAILABLE

Right now ILLs are not advertised to Off-Campus students, but this will likely change with the introduction of Ariel to our Library this fall, as it will speed up delivery times to our library.

12. Needs Assessment
Although the library has no formal mechanism for evaluating need, we have done so, and we are responsible for getting Internet Access to the Transition year and FYDE [First Year by Distance Education] (now Campus Manitoba) sites in the Summer of 1996. The library initiated an investigation into who could provide the Internet Access, reported this to IUN/FYDE and these same Internet Providers are now used to deliver the Campus Manitoba Internet Courses via I-Net LearnLink.

12b. Needs Assessment-Other
Discussions with both Faculty and Coordinators over phone or during site visits

16a. Cooperative Agreements-Other
Three public Libraries in province [Manitoba] house remote collections and assist students with research

16b. Cooperative Agreements-Other
Distance Education Coordinators and faculty have been given access to most of our [Brandon-Univ.] databases at our IUN [Inter-Universities North] Transition Year and Campus Manitoba sites. They also assist students with their research at the site.

More generally, the service has noticed a significant shift towards the usage of full-text articles instead of ordering articles from the library. Although we have no means of measuring how many articles are printed out remotely, we do know that 1825 Full-Text articles were browsed from Sept. 1, 1998 to Apr. 30, 1999. These numbers do not include Extension graduate students who access EBSCOhost via the Vax [campus computer], and for whom we have no remote usage stats since they us our [Brandon Univ.] IP address.

Carleton University
No Survey Results
Additional Comments:
Carleton University Library staff are developing a Web site with links both to library resources in the collection and available through the Internet. See www.library.carleton.ca . The University also supports a service called ITV - see www.carleton.ca/itv. Library patrons can also send messages to the Library via our online catalogue by using the command "Dear CUBE".

Dalhousie University
2b. Requests for Specific Known Items – Delivery – Other
Fax.

4c. Special Telephone Line – Other
Toll-Free phone number discontinued end of 1998.

5a. Advertisement of Services – Other
Course orientation.

8a. Bibliographic Instruction – Other
Web page.

Additional Comments:
A Dalhousie University Libraries task Force has been established and their report will address distance education issues.

Lakehead University
13b. Evaluation – Formal Goals/Objectives Statement
Have Goals & Objectives Statement but not a formal written statement.

Laurentian University
2b. Requests for Known Items – Sent by –Other
Can fax articles or chapter if appropriate.

8a. Bibliographic Instructions – Methods Used
Beginning in 1999 session electronic package

8c. Bibliographic Instruction – At Request Of
Grew out of a sabbatical project.

12b. Needs Assessment – Conducted By – Other
Course development

12c. Needs Assessment – Initiated At – Other
As revisions are made.

15b. Curriculum Development – Activities Supported – Other
Any help that the professor requests.

Additional Comments:
OCUL [Ontario Council of University Libraries] has a direct borrowing agreement for most Universities in Ontario for undergraduate and for all graduate students.

McMaster University
Since McMaster has no formal off campus services, it doesn't seem appropriate to answer the survey.

The only question that **might** be relevant is #3. We do offer email reference service to anyone but it's limited as noted on the appropriate web page [www.mcmaster.ca/library/services/emailref.htm]

"Questions suitable for this format include:

- Checking citations
- Addresses, telephone and FAX numbers
- Brief biographical information
- Quick facts and figures"

Memorial University of Newfoundland
15b. Curriculum Development – Library Provides – Other
Assist with creating assignments.

16b. Cooperative Agreements - Service Extended to Others Include – Other
Reserve

Mount St. Vincent University
Additional Comments:
ILL is offered to distance students who are prepared to initiate the request in person and return the item to us directly. We are working towards a reciprocal policy which will permit our off-campus students to use ILL services at other University libraries in the Atlantic region. Our distance students who have access to a library which is part of the Novanet consortium (Nova Scotia only) can use the opac to initiate document delivery.

OISE – Ontario Institute for Studies In Education of the University of Toronto
12b. Needs Assessment – Conducted By – Other
In-house developed questionnaire

Additional Comments:

Although responded "no" to Cooperative Agreements (Question 16b) there is the agreement reached in the Ontario Council of University Libraries (OCUL), on reciprocal borrowing, i.e. our graduate students can borrow directly from any Ontario or Quebec University Library, and their graduate students can borrow directly from us.

Open Learning Agency
2b. Requests for Known Items – Sent By – Other
Fax

8a. Bibliographic Instruction – Methods Used – Other
Individual Assistance

8b. Bibliographic Instruction – Method Most Frequently Used – Other
Individual Assistance

13c. Evaluations – Done By – Other
As part of biennial student surveys

13d. Evaluations – Frequency Of – Other
As part of accreditation process

Additional Comments:
The OLA offers 114 certificate/diploma courses via Distance Education

Queen's University
4c. Special Telephone Line – Additional
At one time accepted collect calls (1994) but discontinued.

12b. Needs Assessment –Done By – Informal Discussions
with Dept. of Continuing and Distance Education

13a. Evaluation – Conducted By – Other
with Dept. of Continuing and Distance Education

Royal Roads University
2b. Requests for Known Item – Sent By – Other
Patrons pay for expedited shipping.

2c. Number of Known Items Sent
Does not include items brought in for students while in residence

2d. Number of Students Requesting Known Items
Does not include students requesting while in residence

3a. Requests for Subject Reference Materials - Other
Suggesting online databases and other resources, search strategies and help guides or tutorials if applicable.

3b. Requests for Subject Reference Materials – Sent By – Other
Patrons pay for expedited shipping.

5a. Advertisement – Methods Used – Other
E-mail alerting

8a. Bibliographic Instruction – Methods Used – Other
Hands on lab sessions and dropins on campus; web guides to resources; e-mail

16b. Cooperative Agreements – Services Extended By Other Institutions – Other
Our students are distributed rather than concentrated geographically. We attempt to provide all other services.

Additional Comments:
Questions pertaining to offsite collections (Question 1) are applicable, since the learning community comes together onsite or online – never yet at a remote site.

Ryerson Polytechnic University
3a. Requests for Reference Subject Materials – Methods Used – Other
We do answer reference questions via phone or e-mail but do not conduct subject searches in the way listed e.g. sending bibliographies, etc.

5a. Advertisement – Methods Used – Other
We have a brief statement in the Library Homepage/Continuing Education Handbook stating what services are offered for distance education students – borrowing books, library cards, etc. But in essence, there is no distinction between services offered on-campus or off-campus

9. Automated Literature Search
Again this service is offered to all students and not directed at any particular group.

Additional Comments:
An ad hoc library committee has been set up recently to review existing library services for distance education students and to suggest improvements. Some of the recommendations include telephone line, homepage, electronic guides on library use/research, free delivery of library materials if not available electronically.

Simon Fraser University
2b. Request for Known Item-Other
Fax

3b. Requests for Subject Reference – Sent By – Other
Suggesting databases and/or search strategies (i.e. providing instruction)

4c. Special Telephone Line – Other
Collect calls are accepted only during business hours. The total above (197) includes all phone requests, not just collect calls.

5a. Advertisement – Methods Used – Other
Meetings with faculty

8a. Bibliographic Instruction – Methods Used – Other
Targeted web pages (e.g. http://www.lib.sfu.ca/kiosk/efairey/550.htm)

10a. Interlibrary Loans – Initiated By – Other
Direct ILL requesting is available to (and used by) DE students

Additional Comments:
Re: Question #6 [Staffing-Librarians] part of one librarian (Telebook Service) plus liaison activities for all reference librarians in the relevant subject area.

We don't distinguish between off- and on-campus service in terms of provision of reference services: by phone, by e-mail, by web-feedback form, etc.

Curriculum development, faculty liaison and needs assessment work is conducted by liaison librarians (ref. librns(in subject areas for on- and off-campus courses.

Saint Francis Xavier University
2b. Request for Known Item-Other
Bus

3b. Request for Subject/Ref Mat-Other
Bus

13a. Evaluation – Conducted By – Other
Programme Coordinators

3b. Evaluation – Conducted As – Other
Open comment form on web page

3c. Evaluation – Frequency – Other
On going

16d. Cooperative Agreements – Costs – Other
Has not yet been an issue

Additional Comments:
Program Size:
We also have diploma programmes – no stats at this time

10a. Interlibrary Loans – Initiated By – Other
rarely and with restrictions

10b. Interlibrary Loans – Books Obtained Out-of-Province
Articles only

Trent University
1i. Core Collections – Size
Collection consists of 2,200 books and 300 photocopies Reserve articles.

2b. Requests for Known Items – Sent by – Other
Trent University van

3b. Requests for Subject Reference – Sent By – Other
Trent University van

!6c. Cooperative Arrangements – Number of
Trent University has one off-campus location at Durham College in Oshawa.

L'Universit de Sudbury
Additional Comments:
L'Universit de Sudbury is part of Laurentian Univ. Therefore its students have the same privileges as its parent institution.

Universit Laval
3b. Requests for Subject Reference Materials – Sent By – Other
Library Web page.

Additional Comments:
Off Campus Library Services are provided by regular library staff. Searching of the Libraries' catalogue and databases is possible from remote sites by use of web pages and proxy servers.

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Univ. of Alberta
3a. Request for Subject Reference Materials
Any lists/bibliographies provided would contain only a limited number of items designed just to get the person started.

5. Advertisement – Methods Used - Other
Web links from faculty-based distance web pages to Libraries' distance service links.

8. Bibliographic Instruction – Methods Used – Other
Help Guides on Library's web site

16b. Cooperative Agreements – Services Extended By Other Institutions – Other
We will provide backup reference service to a College where a Univ. of Alberta course is being offered if the College does not have the resources or expertise needed for a particular question

16d. Cooperative Agreements – Costs – Other
By special project funding from provincial government

Additional Funding:
Question 2 – [Requests for Known Items]:
Figures available so far are for the current year (April 1/99 to Oct. 31/99) indicate a significant increase over the 1998/99 figures noted in the main question: 26 students have requested 412 items in the first seven months of this year.

Question 9 – [Automated Literature Searches]:
"No" has been indicated to this question largely because I'm not sure what the difference would be between doing an automated literature search as per Question 9, and doing a subject search on an online database as part of Question 3 – Requests for Subject or Reference Materials. We will certainly search databases on our catalogue for students as indicated in Question 3, our policy is not to produce a large listing but rather a small number of key references to get them started. More extensive searching may be done, but it would be at the discretion of the individual reference librarian.

Question 12 – [Needs Assessment]:
The closest thing we have in-house is our "Service-Cost Model" done back in 1993; otherwise we simply try to follow CLA's Guidelines for our goals.

Question 13 – [Evaluation]:
"No" has been indicated since we do not conduct formal evaluations along the lines indicated by the questions. However, we do try to evaluate service effectiveness through informal contact with students and faculty or through standard Library-Faculty liaison.

Univ. of British Columbia
3b. Request for Subject/Ref Materials – Other
By providing references to online materials freely available on the web, or available via our full-text databases.

8a. Bibliographic Instruction – Other
Telephone or E-Mail (one-on-one)

13a. Evaluation - Other
Occasional student surveys

13c. Evaluation – Other
Occasional student surveys

15b. Curriculum Development – Other
Librarian is a member of campus-wide Advisory Committee on Distance Education which meets once a year to evaluate and accept/reject grant proposals for new courses. Librarian provides input re: implications for Library of new courses.

Additional Comments:
Program size:
Included is the information I know of, most of which pertains to officially designated distance education courses. However, I know that some depts and faculties offer their own distance ed programs – of which very little is known.

Charges for Service:
In process of developing a fee-for-service policy for off-campus students who are not in officially designated distance ed programs, e.g. grad students and those in programs mentioned in the preceding paragraph.

Bibliographic Instruction: minimal, alas.

Finances/funding:
The larger part of funding comes from our Distance Education & Technology unit (Continuing Studies). The rest is provided by the Library. I get a fixed grant from Distance Education once a year, which is allocated to different activities – mostly salaries.

Some of the questions were unclear to me, e.g. 9(b).

Question 13f: Certainly used the CLA guidelines to request more resources for distance services from library management – thus far to little avail.

Univ. of Calgary
2b. Request for Specific-Known Items-Other
Fax, e-mail attachment

3b. Request for Subject-Ref Materials-Other
Fax, phone
Additional:
Was responding to how we answer Reference Questions, not to how we ship requested material. After most subject requests, we routinely get requests then for some of the items that we provide in the search results.

3c. Request for Subject-Ref Materials-Estimate #
Stats not kept separately from "Quest. 2 – Known Item Requests"

5a. Advertisement of Services-Other
E-mail faculty, face-to-face

5c. Advertisement of Services- Internet-Web Site:
There are two URL sites:
- Library Connection: www.ucalgary.ca/library/libcon/
- Masters of Continuing Education: www.ucalgary.ca/cted/mce/library/

9b&c. Automated Literature Search Services
We have a web for that students can fill out to request a search from our web page [COPPUL's GODOT service]. Assumed that any web database – ERL, ProQuest, etc. –fit this, not a DIALOG, Lexis/Nexis type of search.

11. Charges for Service

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Answered "yes", though some students have fees that must pay for library services and though most pay indirectly through tuition. Until the summer of 1998, Library Connection charged a fee.

16d. Cooperative Agreements – Other
Reciprocal

Additional Comments:
Univ. of Calgary does not have reliable statistics for Distance Education students, so we had to contact each program for statistics.

It is important to note that the Library Connection provides DE services to all programs except to the Masters in Continuing Education and Faculty of Management programs. The Management Resource Center (Business Library) serves those programs.

It would be interesting for the next survey to see some questions relating to remote authentication for databases.

University of Guelph
9a. Automated Literature Search Services – Other
Only when student is unable to her/his own search.

10. ILL
While answered "no", we expect our DE students to be self-sufficient as possible and that includes requesting material via ILL. We simply ask that they notify us so that we can retrieve and courier material requested via ILL.

15a. Curriculum Development – Other
All proposed credit courses are assessed by an Academic Liaison Librarian.

16a. Cooperative Agreements – Other
Reciprocal borrowing for all students with most university libraries in Ontario [OCUL agreement]. University of Guelph is part of TUG [TriUniversities Group: UofGuelph; UofWaterloo; Wilfred Laurier] so our DE students have access to the combined collections. They may request a journal article using TUGdoc or put a hold on a book that is at one of the other TUG libraries. Like with ILL, we ask the student to notify us so we can retrieve and courier the material when it is available.

University of Lethbridge
2b. Request for Known Items – Sent By – Other
Government courier

16b. Cooperative Agreements – Costs Covered By – Other
Offer some sort of reciprocal service(s).

Additional Comments:
There has been some controversy as to the definition of an "off-campus" course/student at the UofL and therefore I am very hesitant to use the numbe4rs gathered in the "1998/99 UofL Facts Book" even for the basis of making a "guesstimate". (Also, how these numbers are gathered does not fit into the specified categories at all!)

University of Manitoba
2b. Request for Known Items – Sent By – Other
Fax.

3b. Request for Subject/Reference Materials – Sent By – Other

Disc.

5a. Advertisement of Services – Methods – Other
Instructor orientation.

8c. Bibliographic Instruction – Methods – Other
Libraries' Homepage.

13c. Evaluation – Done By – Other
On-going evaluations by library staff.

University of New Brunswick
2b. Request for Known Items – Sent By – Other
Fax and e-mail

5a. Advertisement – Methods Used – Other
Meetings with Community Liaison Representative

8a. Bibliographic Instruction – Methods Used – Other
Web-based MOO, and LiveContact, and Internet-based real-time help line

8a. Bibliographic Instruction – Requested By – Other
Community Liaison Representative request

12b. Needs Assessment – Done By – Other
Review of Extension course offerings

Additional Comments:
In Question 8 you ask about Bibliographic Instruction, and only offer Librarians as possible providers of this service. We do extensive bibliographic instruction with our off-campus students, employing Library Assistants from our Reference Department, who travel to remote sites. I don't know how rigidly you employ the term "librarian": we do not have MLSs, but have M.Eds and other degrees.

University of Northern British Columbia
1e. Core Collections – Selection By – Other
We don't have many core collections – we send reserve items.

2b. Requests for Known Items – Sent By – Other
We mainly use our UNBC courier system to regional locations.

3a. Requests for Subject Reference Materials – Other
Encourage students to do their own searching.

3b. Requests for Subject Reference Materials – Sent By – Other
Mainly use our UNBC courier system to regional locations.

4c. Special Telephone
Communication is mostly via e-mail.

8b. Bibliographic Instruction – Method Most Frequently Used – Other
Print, site visits and teleconference are all equally employed.

13a. Evaluation – Done By – Other
External Review Committee

15a. Curriculum Development – Done – Other

After a new course is approved.

University of Regina
2b. Requests for Known Items – Sent By – Other
E-mail and fax

2d. Number of Students Requesting Known Items
Number of "requests" received is 239 not students

3d. Number of Students Requesting Subject Reference Materials
Number of "requests" received is 415 not students

13c. Evaluation – Done By – Other
Survey form sent to all users of off campus library service.

13d. Evaluation – Frequency – Other
Survey form sent to all users, along with package of library materials (if more than one request by student per semester, form sent with first only).

13f. Evaluation – Guidelines – Other
Evaluation is done on an informal, ongoing basis.

14b. Funds Allocated for – Other
Travel, materials/supplies, and equipment

15a. Curriculum Development – Involved At – Other
Usually involved for television distance education courses only.

University of Saskatchewan
3b. Requests for Reference Subject Materials – Done By – Other
Checking with teaching faculty

3c. Requests for Subject Reference Items – Number Sent
Considered as part of "Total Items Sent" [see Question 2c]

8a. Bibliographic Instruction – Methods Used – Other
Training sessions in Libraries own or a "borrowed" microcomputer labs

University of Victoria
16b. Cooperative Agreements – Costs Covered By – Other
Trade for services, e.g. free ILLs

University of Waterloo
2c&d. and 3c&d. Requests for Known Items and Subject Reference Materials – Number
In keeping statistics we don't distinguish specific item requests from subject requests. Our total figures are "216" items from "50 students. We estimate that 60-70 % of requests are for specific items. [have used a 65% to determine numbers. C. Adams]

12. Needs Assessment
Although we have not yet conducted a needs assessment and have not immediate plans to do so, we probably will do so in the future.

13. Evaluation
We have not conducted a formal and comprehensive review but we do review and revise specific elements of our service in response to changing circumstances. For example we recently reviewed the way we send material to students and changed from Canada Post to a courier.

16b. Cooperative Agreements – Services Extended By Other Institutions
In 1998 the University of Waterloo, University of Guelph and Wilfred Laurier [Tri-University Group (TUG)] introduced a new lending policy through which students of each university are entitled to borrowing privileges at each of the two others. This applies to students including distance education. We also participate in OCUL's [Ontario Council of University Libraries] direct borrowing programme.

University of Western Ontario
2b. Requests for Known Items – Sent By – Other
E-mail

8c. Bibliographic Instruction – Requested by – Other
University's Distance Education Department

Additional Comments:
The answers are compiled from responses from four libraries in the University of Western Ontario System. Each library responds to the needs of its own user groups and so practices across libraries vary, e.g. the Business Library is the only library which reports a core collection. The Richard Ivy School of Business Administration however has a well-developed off campus MBA and EMBA programs which the Business Library supports.

The Education Library distance education service supports teachers who are taking continuing education courses.

Libraries included in the response: Allyn & Betty Taylor (Medicine & Dentistry, Health Sciences, Science and Engineering Science); the D.B. Weldon Library (Arts, Social Science, and Information and Media Studies); Business Library ; and Education Library.

Wilfred Laurier University
8a. Bibliographic Instruction – Methods Used – Other
Telephone Interview

16b. Cooperative Agreements – Services Extended By Other Institutions – Other
Access to on-line catalogue [member of Tri-Universities Group (TUG)]

Colleges

Assiniboine Community College
Average Enrollment – 1549 total number students. Number of students per course varies greatly from less than 10 to 100 depending on subject. Best guess is 15.5 per class.

2b. Request for Specific Known Items – Sent – Other
By Bus.

5. Advertisement
Off-Campus portion is part of College Library's Home Page. Students can also ask questions about items in collection (distance titles only) and request items by e-mail .

Additional Information
Distance Education with Library involvement is about one year old. Therefore it is still evolving at present.

College of the North Atlantic – Labrador West Campus
As one of 18 campuses of the College of the North Atlantic we offer university-level courses and, as well, distance-education courses (by teleconference) for Memorial University of Newfoundland in St. John's. I do not know how such an arrangement fits into your survey.
We are NOT serving any students at a distance; students using our facilities actually visit the campus.

Emily Carr Institute of Art & Design
Additional Comments:
Two online distance education courses in the early stages of development. There has been some discussion of library services that may be required but no experience of delivery yet. Our two courses under development will not likely be offered to off-campus users until Spring 2001. Therefore, many issues related to library and services to distance learners have not been worked out yet.

Gabriel Dumont Institute
5a. Advertisement – Methods Used – Other
Presentations to students

5a. Advertisement – Method Most Frequently Used – Other
Presentations to students

Additional Comment:
Distance Education courses offered under agreement between this Institute and University of Saskatchewan College of Education's SUNTEP (Saskatchewan Urban Northern Teacher Education Program) initiative.

Grant MacEwan College
Program Size:
The number of FLE (full load equivalent) students in distance programs in 1999/2000 is about 1031 students. We have about 13 programs [note programs not courses] offered at a distance [averaging to 79.3 students per program]. It is not known how many students are taking independent studies.

Keewatin Community College
2b. Requests for Specific Known Item – Items Sent By – Other
By bus

2c. Request for Specific Known Items – Items Sent
12 items to students; 80 items to instructors

2d. Request for Specific Known Items – Number of Requests Received
2 requests from students; 8 requests from instructors

3b. Requests for Subject-Reference Materials – Items Sent By – Other
By bus

3c. Request for Subject-Reference Materials – Items Sent
10 items to students; 60 items to instructors

2d. Request for Subject-Reference Materials – Number of Requests Received
2 requests from students; 8 requests from instructors

Additional Comments:
Automated technology was not available in our library for the academic year 1998-99. Our new library automation system was purchased in October 1998 and finally in place by September 1999. The academic year 1999-2000 will therefore be different from that of the 1998-1999 academic year.

Langara College
3a. Requests for Subject Reference Materials – Methods Used – Other
Will answer brief questions on phone. Use of "First Choice" and full text databases.

12b. Needs Assessment – Methods Used – Other
Very few off campus courses offered. Trying to increase coordination for needs assessment and provision of services through promotion of overall college planning.

16a. Cooperative Agreements – Services Arranged With Your Institution – Other
CPSLD [Council of Post Secondary Library Directors], a group including the directors of all publicly funded post-secondary institutions in B.C., has a reciprocal borrowing agreement for all students - not just distance education students. The agreement is generally worded. It is up to individual libraries to specify whether they will allow free borrowing to students and/or faculty at other institutions.

Our policy is that students are eligible for a special free card (some restrictions, e.g. no reserve, videos or interlibrary loan) if the same is offered to our students. In practice this applies mainly to other colleges

16a. Cooperative Agreements – Frequency of
Major agreement with University of Victoria for Nursing students housed at Langara College.

16d. Cooperative Agreements – Costs – Other
Plus included in overall agreement with space use, etc.

Additional Comments:
Distance education and web courses not currently a major function of this College, nor likely to be. Discussion and clarification of this underway as part of planning for educational technology.

Mount Royal College (Alberta)
2b. Requests for Known Items – Materials Sent – Other
As requested.

2b. Requests for Subject/Reference Materials – Materials Sent – Other
As requested.

Newman Theological College
Additional Comments:
Areas such as: Core Collections; Requests for Known Item and Subject-Reference Materials; ILL – have been responded to as "no" when in fact they are services that "have never been requested".

Off Campus service will be examined in the near future. With our entry into NEOS our OPAC will be on the Internet and our material will be available to off campus students.

Niagara College of Applied Arts & Technology
Additional Comments:
Our distance Education program here at Niagara is still in the early stages but we look forward to developing our policies along with our courses

Northern Alberta Institute of Technology
16d. Cooperative Agreements – Costs Associated – Other
TAL (The Alberta Library) is covering some costs.

Additional Comments:
For questions 2 and 3 [Requests for Known Item and Subjects] there are no statistics available since this is a new service.

Nunavut Arctic College
2b. Requests for Known Items – Materials Sent – Other
By counter to counter if there is urgency. We prefer to send materials to instructors to ensure their return.

3b. Requests for Subject/Reference Materials – Materials Sent – Other
Counter to counter if there is urgency. We send material for students care of staff member.

4c. Special Telephone Line – Additional Descriptive
While answering "no" to this, if students call from the "community learning centres" there is no cost to them.

5a. Advertisement –Types Used – Other
Phone calls

12a. Needs Assessment – Written Goals & Objectives
Nunavut is currently without a librarian. It is likely that this assessment will be carried out in the next year or two.

13c.Evaluation – Conducted By
As part of library evaluation

Additional Comments:
Nunavut Arctic College is without a librarian at the moment. By December 1999 the position should be filled.

Okanagan University College
Additional Comments:
We are a University college and thus do not fit nicely into this questionnaire. We are expanding our D.E. involvement, slowly, but the main issues for us are staff. It has potential, but as we have our hands full with on-site patrons, I doubt it will ever be a high profile, without more staff.

Sir Sanford Fleming College
Program Size:
Number of Certificate/diploma course offered by distance education: 36 print; 8 web/www
Average enrollment in off campus certificate/diploma credit course: approx. 1700 thus averaging 37.7 students per course

SIAST – Wascana (Saskatchewan Institute of Applied Science & Technology)
Program Size:
On top of the numbers provided we have: 6 face-to-face programs with a total enrollment of 276 and 11 distance programs with a total enrollment of 142.

2b. Request for Known Items – Sent By – Other
Bus

3b. Request for Subject Reference Materials – Sent By – Other
Bus

14a. Finances – Source of Off Campus Funding
Off campus must be self supporting so some programs designate funding to library.

15a. Curriculum Development –When Librarian Becomes Involved – Other
Depends upon the policy of the program

16a & b. Cooperative Agreements – Services Arranged/Extended With Your Institution – Other
SIAST- Wascana Campus is an active participant in the [Saskatchewan] Multitype Library Board arrangements [borrowing/lending]. If this is considered a formal agreement then we do. We have no other formal or informal agreements. We provide more services for the students of other institutions than vice versa.

We also have an agreement with SRNA [Saskatchewan Registered Nurses Association] where their members (not students) have onsite privileges, borrowing privileges, and the use of the photocopier.

Appendix 2a. – Survey Instrument

Third Canadian
Off Campus Library Services
Survey - 1999

Instructions for Respondents

The purpose of the Third Canadian Off Campus Library Services Survey (1999) is to up-date data collected since the 1988 survey. To this end the following instructions and definitions are the same as were used with the 1988 survey…

1. For the purposes of this survey, please use the following as an operational definition of off-campus library services:
   Library support provided by the campus library for registered students who are either studying independently or taking credit/certificate courses at a distance and who are not able to visit the main or branch libraries on a regular basis. Please note that this survey is not intended to collect information on services at branch libraries of the campus system.

2. Complete the "A - Universities" or "B - Colleges" sections - whichever suits your situation - and then provide whatever statistical data is readily available. Do not delay returning the questionnaire beyond the deadline in order to search for evasive statistics. We are basically interested in learning the size of your institution's off-campus program; therefore, approximations and estimates will be sufficient if exact figures are difficult to obtain.

3. Please complete the sixteen basic questions with 'yes' or 'no' answers.

4. Under each of the sixteen basic questions are a number of sub-questions which are dependent upon the response to the basic question. Except for questions 4 and 11, please respond to the sub-questions only if you replied 'yes' to the basic question. In numbers 4 and 11, please answer the sub-questions only if you replied 'no' to the basic question. If you find yourself responding to the sub-questions contrary to the above directions, please re-evaluate your basic answers.

If in any of the questions, if you have difficulty responding to the categories listed, please use the 'additional information' sections or the section following the last question to explain the difficulty.

A. Off-Campus Program Size - Universities

Please provide the following data for 1998/99 (any 12 month period):

Number of off-campus **undergraduate** credit courses offered by:
Face-to-face instruction: by distance education:

Number of off-campus **graduate** credit courses offered by:
Face-to-face instruction: by distance education:

Average enrollment in an off-campus **undergraduate** credit course offered by:
Face-to-face instruction: by distance education:

Average enrollment in an off-campus **graduate** credit course offered by:
Face-to-face instruction: by distance education: ;

Estimated number of registered students completing independent studies off-campus and not currently taking courses:

B. Off-Campus Program Size - Colleges

Please provide the following data for 1998/99 (or any 12 month period):

Number of off-campus **university-level** credit courses offered by:
Face-to-face instruction: by distance education:

Number of off-campus **certificate/diploma** credit courses offered by:
Face-to-face instruction: by distance education:

Average enrollment in an off-campus **university-level** credit course offered by:
Face-to-face instruction: by distance education:

Average enrollment in an off-campus **certificate/diploma** credit course offered by:
Face-to-face instruction: by distance education:

Estimated number of registered students completing independent studies off-campus and not currently taking courses:

1. Core Collections

A collection of books and articles is sent on request to the site of an off-campus course. (Note: exclude material sent to branch libraries within your system).

Yes No

If 'yes', please answer (a) through (i); else go to number 2.

(a) Is a separate library of collection maintained for off-campus courses?

Yes No

(b) Are unique copies of books released from the main library holding for off-campus core collections?

Yes No On a selective basis

(c) Are duplicate copies of books released from the main library holdings for off-campus core collections?

Yes No On a selective basis

(d) Are audio-visual materials sent as part of the core collection?

Yes No On a selective basis

(e) How are core collections selected? (Check all that apply):
by the instructor
by the Library
from course bibliographies

Other

(f) Is any funding provided from outside the Library to develop core collections?

Yes No On a selective basis

(g) Do other campus departments handle off-campus core collections in addition to (or instead of) the Library?

Yes No

(h) Number of core collections sent in 1998/99 (any 12 month period):

(i) Estimated size of the average collection:

2. Requests for Specific-Known Items

Library staff send specific materials to individual off-campus students in response to requests received by mail, telephone, or electronic messaging systems.

Yes No

If 'yes', please answer (a) through (d); else go to number 3.

(a) If certain specific titles are not available, are substitutes provided?
automatically
occasionally
on request
rarely

(b) How is material sent to students? (Check all that apply):
by first class mail
by Priority Post
by book rate
by courier
other

(c) Estimated number of specific items sent to off-campus students in 1998/99 (any 12 month period):

(d) Estimated number of off-campus students who requested specific material in 1998/99 (any 12 month period):

3. Requests for Subject or Reference Materials

The library's staff answer reference questions and conduct subject searches for individual off-campus students in response to requests received by mail, telephone, or electronic messaging system.

Yes No

If 'yes', please answer (a) through (d); else go to number 4.

(a) How does the library staff respond to requests for subject searches? (Check all that apply):

- by sending bibliographies or list of references
- by sending a selection of books and/or articles on the topic
- by contacting requestors directly to review needs and available material
- Other

(b) How is the material sent to students? (Check all that apply):

- by first class mail
- by Priority post
- by book rate
- by courier
- by electronic transfer
- Other

(c) Estimated number of items sent to off-campus students in response to reference or subject inquiries in 1998/99 (any 12 month period):

(d) Estimated number of off-campus students who requested reference or subject searches in 1998/99 (any 12 month period):

4. Special Telephone Line

The library has a special "toll-free" telephone service by which off-campus students can request library material. (Note: "toll free" can be interpreted to mean that the Library accepts "collect" calls.

Yes No

If 'no', please answer (a) through (c); else go to number 5.

(a) Is there a "toll-free" telephone line for off-campus students elsewhere on campus which can be used to relay messages to the Library?

Yes No

(b) Number of calls received in 1998/99 (any 12 month period) via this "toll-free" telephone service:

(c) Additional descriptive information:

5. Advertisement of Services

Library services for off-campus students are publicized in brochures, handouts, and in other literature which is available to most off-campus faculty and students.

Yes No

If 'yes', please answer (a) through (b); else go to number 6.

(a) What types of publications are most used? (Check all that apply)
- Brochure/Leaflet
- Calendar
- Handbook
- Course literature
- Letters to Faculty
- Registration Information
- Internet/WWW/web
- Other

(b) Which type of publication is most commonly used?
- Brochure/Leaflet
- Calendar
- Handbook
- Course literature
- Letters to Faculty
- Registration Information
- Internet/WWW/web
- Other

(c) If off-campus library service or program has its own internet/web page/site please provide the URL address:

6. Librarian

At least one librarian has either full-time of part-time responsibilities for off-campus library services as part of the job description.

Yes No

If 'yes', please answer (a) through (c); else go to number 7.

(a) Number of librarians with full-time responsibilities in this area:

(b) Number of librarians with part-time responsibilities in this area:

(c) Is any funding provided for these positions from outside the Library?

Yes No

7. Support Staff

At least one member of the library support staff has either full-time or part-time responsibilities for off-campus library services as part of the job description.

Yes No

If 'yes, please answer (a) through (d); else go to number 8.

(a) Number of library support staff with full-time responsibilities in this area:

(b) Number of library support staff with part-time responsibilities in this area:

(c) Employment level(s) for all support staff involved (e.g. student, L.A. I, L.A. II, etc.)

(d) Is any funding provided for these positions from outside the library:

Yes No

8. Bibliographic Instruction

A librarian provides direct bibliographic instruction to off-campus students through such means as print materials, videotape, teleconferences, or visits to course sites.

Yes No

If 'yes', please answer (a) through (c); else, go to number 9.

(a) Which methods of instruction are used? (Check all that apply):
Print materials
Site visits
On-campus lectures
Teleconferences
Videotapes
Electronic presentation
Other

(b) Which method of instruction is most frequently used?
Print materials
Site visits
On-campus lectures
Teleconferences
Videotapes
Electronic presentation
Other

(c) What is the basis for providing this service? (Check all that apply):
Library initiative in response to a perceived need
Pre-established policy
Faculty request
Student request
Other:

(d) Is this service advertised to off-campus students and faculty?

Yes No On a selective basis

9. Automated Literature Search Services

Automated literature searches are conducted for off-campus students.

Yes No

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If 'yes', please answer (a) through (c); else go to number 10.

(a) What is the basis for providing this service? (Check all that apply):
direct student request
Library initiative to facilitate the subject search process
Faculty request to generate reading lists
Other:

(b) Is a mechanism provided on-site for automated literature searching?

Yes No On a selective basis

(c) Is the availability of automated literature searches advertised to off-campus students?

Yes No On a selective basis

10. Interlibrary Loans (I.L.L.)

I.L.L. requests for material not available from the "home" library are initiated by library staff on behalf of off-campus students

Yes No

If 'yes', please answer (a) through (c); else go to number 11.

(a) How are I.L.L. requests initiated (Check all that apply):
by student request
by Library initiative to obtain items not in the collection
by Library initiative to facilitate the search process
Other:

(b) Are books obtained from libraries outside the province and routed to off-campus students?

Yes No On a selective basis

(c) Is the availability of I.L.L. services advertised to off-campus students?

Yes No On a selective basis

11. Charges for Service

All library services for off-campus students are provided free-of-charge.

Yes No

If 'no', please list the services or items for which there a charge and the fee schedule used to determine the charges:

Computer Searches

Photocopying

Interlibrary Loans

Postage

Other:

12. Needs Assessment

The Library staff will conduct needs assessments for off-campus courses and programs and then use this information to plan library services.

Yes No

If 'yes', please answer (a) though (d); else go to number 13.

(a) Is there a written goals or objectives statement for off-campus library services which serves as a basis for needs assessment?

Yes No

(b) How does you library conduct needs assessments for off-campus courses and programs? (Check all that apply):
- standardized questionnaires
- form letters
- personalized correspondence
- telephone contact
- meetings with faculty
- informal discussions
- Other:

(c) How frequently does your library conduct needs assessment? (Check all that apply):
- each time an off-campus course is offered
- each time a new off-campus course is introduced
- each time a new off-campus program is introduced
- on a regular basis by discipline or program
- on an ad hoc basis
- Other:

(d) Is there a formal mechanism which links needs assessments to the funding for off-campus library services?

Yes No

13. Evaluation

The library services and resources available to off-campus students are periodically reviewed and evaluated.

Yes No

If 'yes', please answer (a) through (f); else go to number 14.

(a) Who conducts the evaluations? (Check all that apply):
- the Library
- the faculty
- a central campus agency

Other:

(b) Is there a written goals or objectives statement for off-campus library services which serves as a basis for evaluations?

Yes No

(c) How are off-campus library services evaluated? (Check all that apply):
as part of course evaluations
as part of program evaluations
as a separate evaluative process
Other:

(d) How frequently are off-campus library services evaluated? (Check all that apply):
as part of regular course/program evaluations
as part of ad hoc course/program evaluations
as a regular separate evaluative process
as an ad hoc separate evaluative process
Other:

(e) Is there a formal mechanism which links the funding for off-campus library services to the data obtained from evaluations?

Yes No

(f) Are off-campus library services evaluated against existing standards? (Check all that apply):
Institutional or internal program or service guidelines
CLA Guidelines for Off Campus Library Services
ACRL Guidelines for Off Campus Library Services
Other:

14. Finances/Funding

The majority of library services provided to support the off-campus instructional program are funded through a designated budget of a clearly defined financial process

Yes No

If 'yes", please answer (a) through (c); else go to number 15.

(a) How is funding allocated?

entirely from the operating budget
entirely from outside funding
partially from the operating budget and/or outside funding
Other:

(b) Are separate amounts allocated for the following specific off-campus services?
[Options for each category: Yes; No; Partial]
professional salaries
support staff salaries
core collections
telephone
photocopying

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postage
publicity
bibliographic instruction
interlibrary loans
automated literature searches
needs assessments
evaluations
www/web programs
development or research
Other

(c) Indicate the range which matches the funding (excluding salaries) available for off-campus library services:

$ 0 - $20,000
$20,000 - $40,000
$40,000 - $60,000
$60,000 - $80,000
$80,000 - $100,000
over $100,00

15. Curriculum Development

A librarian is usually involved in the development of a new off-campus or distance education course.

Yes No

If 'yes', please answer (a) through (b); else, go to number 16.

(a) When does the librarian become involved? (Check all that apply):

at the course proposal stage
at the initial stage of course development
after the instructor is appointed
Other:

(b) What is the librarian's normal input? (Check all that apply):

literature searches for course development
literature searches for course reading lists
advise on resources for assignments
book ordering
advance preparation of student information
critique of course curriculum or design
Other:

16. Cooperative Agreements

Formal or informal agreements have been made with other organizations/institutions to extend or enhance library support for off campus students.

Yes No

If 'yes', please answer (a) through (d); else, the questionnaire is completed. Please review the following areas for additional information and complete the "contact information".

(a) Have arrangements been made by another organization to provide library service for

their off campus students? (Check all that apply):
- borrowing privileges
- photocopying
- interlibrary loans
- mail/courier
- access to automated indexing services
- access to electronic mail
- access to internet services
- orientation/bibliographic instruction
- Other:

(b) Have arrangements been made by your institution with another organization to extend library service for your off campus students? (Check all that apply):
- borrowing privileges
- photocopying
- interlibrary loans
- mail/courier
- access to automated indexing services
- access to electronic mail
- access to internet services
- orientation/bibliographic instruction
- Other:

(c) Estimate number of times a cooperative venture or activity with another organizations off campus library service program has been initiated in 1998/99 (any 12 month period):

(d) If there have been any costs associated to cooperative arrangements, how have they covered? (Check all the apply):
- waived/professional courtesy
- shared
- partial cost recovery
- mail/courier
- full cost recovery
- Other:

If it is felt that additional information is needed to accurately reflect your institution's off campus library service or program, please make it here OR attach as an addendum. If your response is in regards to elaborating a particular question or sub-question for the above survey please note the appropriate question and sub-question to which the remarks apply.

Please provide contact information in the event follow-up or clarification is required.

Name:
Position/Title:
Institution:
Address:
Phone:
FAX:
E-mail:

Thank you for the time in completing this survey. If you have specific questions or concerns please feel free to contact me directly…

Chris Adams
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Appendix 2b. – French Language Survey Instrument

Troisième sondage canadien sur les services bibliothécaires hors campus en 1999

Instructions aux répondants

Le but de ce **troisième sondage canadien sur les services bibliothécaires hors campus de 1999** a pour but de mettre à jour les données recueillies depuis le sondage de 1998. À cette fin les instructions et les définitions qui suivent seront les mêmes que celles utilisées dans le sondage de 1998.

1. Pour les besoins de ce sondage, veuillez utiliser la définition suivante comme définition opérationnelle des services bibliothécaires hors campus:
   Le soutien bibliothécaire fourni par la bibliothèque du campus à des étudiants inscrits qui étudient indépendamment ou qui suivent des cours à distance en vue d'obtenir un crédit ou un certificat et qui ne peuvent pas aller régulièrement à la bibliothèque principale ou secondaire. Veuillez noter que ce sondage n'a pas pour but d'obtenir des renseignements sur les services des des bibliothèques secondaires du système du campus.

2. Veuillez remplir les sections A - Universités ou B- Collèges, selon votre situation et fournir ensuite les données statistiques qui sont facilement disponibles. Ne renvoyez pas le questionnaire après la date limite dans le but de trouver des statistiques évasives. En fait ce qui nous intéresse c'est de savoir la taille du programme hors campus de votre établissement; alors des estimations et des approximations sont suffisantes si les résultats exacts sont difficiles à obtenir.

3. Veuillez répondre aux seize questions de base par 'oui' ou 'non'.

4. Après chacune de ces seize questions, il y a plusieurs sous-questions qui dépendent de votre réponse à la question de base. À l'exception des questions 4 à 11, veuillez répondre aux sous-questions seulement si vous avez répondu oui à la question de base. Pour les questions 4 à 11, veuillez répondre aux sous-questions seulement si vous avez répondu non à la question de base. Si vous retrouvez en train de répondre aux sous-questions contrairement aux instructions, veuillez réévaluer vos réponses de base.

Si à l'une ou l'autre des questions, vous avez de la difficulté à répondre aux catégories énumérées, veuillez utiliser les sections A renseignements supplémentaires ou bien la section qui suit la dernière question pour expliquer cette difficulté.

A. Taille du programme hors campus - Universités

Veuillez fournir les données suivantes pour 1998-1999 (ou toute période de douze mois):

Nombre de cours à unité de valeur du **premier cycle** offerts hors campus en:
Instruction face à face: Enseignement à distance:

Nombre de courses à unité de valeur de **deuxième cycle** offerts en:
Instruction face à face: Enseignement à distance:

Nombre moyen d'inscrits à des cours à unité de valeur de **premier cycle** en:
Instruction face à face: Enseignement à distance:

Nombre moyen d'inscriptions à des cours à unité de valeur du **deuxième cycle** en:
Instruction face à face: Enseignement à distance: ;

Nombre estimé d'étudiants inscrits qui terminent des études indépendantes hors campus et qui ne suivent pas de cours actuellement:

B. Taille du programme hors campus - Collèges

Veuillez fournir les données suivantes pour 1998-1999(ou toute période de douze mois):

Nombre de courses à unité de valeur de niveau universitaire hors campus offerts en:
Instruction face à face: Enseignement à distance:

Nombre de cours à unité de valeur hors campus pour un **certificat ou un diplôme** offerts en:
Instruction face à face: Enseignement à distance:

Nombre moyen d'inscriptions à un cours à unité de valeur hors campus de niveau universitaire offerts en:
Instruction face à face: Enseignement à distance:

Nombre moyen d'inscriptions à un cours à unité de valeur hors campus pour un certificat ou un diplôme en:
Instruction face à face: Enseignement à distance: ;

Nombre estimé d'étudiants inscrits qui terminent des études indépendantes hors campus et qui ne suivent pas de cours actuellement.

1. Collections de base

Une collection de livres ou d'articles envoyée sur demande sur le lieu d'un cours hors campus (Remarque: ne pas inclure le matériel envoyé par la bibliothèque secondaire de votre système).

Oui Non

Si c'est oui, veuillez répondre aux questions (a) à (i), sinon passez au numéro 2.

(a) Est-ce qu'il y a une collection distincte de la bibliothèque qui est maintenue pour les cours hors campus?

Oui Non

(b) Est-ce qu'il y a des exemplaires des livres que la bibliothèque principale envoie pour les mettre dans la collection de base?

Oui Non Sur une base sélective

(c) Est-ce qu'il y a des exemplaires en double des livres que la bibliothèque principale envoie pour les collections de base hors campus?

Oui Non Sur une base sélective

(d) Est-ce qu'il y a du matériel audio-visuel qui est envoyé pour faire partie de la collection de base?

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Oui Non Sur une base sélective

(e) Comment est-ce que les collections de base sont choisies? (cochez tout ce qui s'applique):

par le prof
par la bibliothèque
à partir de bibliographies de cours
autre

(f) Est-ce qu'il y a un financement provenant de l'extérieur de la bibliothèque pour développer des collections de base?

Oui Non Sur une base sélective

(g) Est-ce que d'autres départements du campus s'occupent de collections de base en plus ou à la place de la bibliothèque?

Oui Non

(h) Nombre de collections envoyées en 1998-1999 (ou durant toute période de douze mois)?

(i) Nombre estimé de la collection moyenne?

2. Demandes pour des articles spécifiques ou connus

Le personnel de la bibliothèque envoie du matériel spécifique à des étudiants individuels hors campus à la suite de demandes reçues par courrier, par téléphone ou par les systèmes de messages électroniques.

Oui Non

Si c'est oui, veuillez répondre aux questions (a) à (d), sinon allez au numéro 3.

(a) Si certains titres spécifiques ne sont pas disponibles, est-ce qu'il y a des titres de remplacement qui sont fournis?

automatiquement
à l'occasion
sur demande
rarement

(b) Comment est-ce que ces ouvrages sont envoyés aux étudiants? (cochez tout ce qui s'applique):

par courrier de première
par courrier prioritaire
par tarif préférentiel de livres
par messager
autre

(c) Nombre estimé d'articles spécifiques envoyés à des étudiants hors campus en 1998-1999 (toute période de douze mois):

143

(d) Nombre estimé d'étudiants hors campus qui ont demandé du matériel spécifique en 1998-1999 (toute période de douze mois):

3. Demandes pour des ouvrages sur un sujet ou des ouvrages de référence

Le personnel de la bibliothèque répond à des questions de référence et entreprend des recherches sur des sujets pour des étudiants individuels hors campus à la suite de demande reçues par courrier, par téléphone ou par un système de message électronique.

Oui Non

Si c'est oui, veuillez répondre aux questions (a) à (d), sinon allez à la question 4.

(a) Comment est-ce que le personnel de la bibliothèque répond aux demandes de recherches sur un sujet? (cochez tout ce qui s'applique):
en envoyant des bibliographies ou une liste de références.
en envoyant une sélection de livres ou d'articles sur le sujet.
en contactant les demandeurs directement pour vérifier les besoins et le matériel disponible.
autre

(b) Comment est-ce que ce matériel est envoyé aux étudiants? (cochez tout ce qui s'applique):
par courrier de première
par courrier priotaire
au tarif préférentiel des livres
par messager
par transfert électronique
autre

(c) Nombre estimé d'articles envoyés à des étudiants hors campus à la suite de demandes de références ou de sujet en 1998-1999 (toute période de douze mois):

(d) Nombre estimé d'étudiants hors campus qui ont demandé des recherches de références ou sur un sujet en 1998-1999 (toute période de douze mois):

4. Ligne téléphonique spéciale

La bibliothèque a une ligne sans frais d'appel grâce à laquelle les étudiants hors campus peuvent demander du matériel. (Remarque: Sans frais d'appel peut aussi vouloir dire que la bibliothèque accepte les appels à frais virés.)

Oui Non

Si c'est non, veuillez répondre aux questions (a) à (d), sinon allez au numéro 5

(a) Est-ce qu'il y a une ligne téléphonique sans frais d'appel pour les étudiants hors campus ailleurs sur le campus qui peut être utilisée pour transmettre des messages à la bibliothèque?

Oui Non

(b) Nombre d'appels reçus en 1998-1999 (toute période de douze mois) par ce service téléphonique sans frais d'appel:

(c) Renseignements descriptifs supplémentaires:

5. Annonce publicitaire pour les services

Les services de bibliothèque pour les étudiants hors campus sont annoncés dans des brochures, de la documentation, des feuilles ou autre imprimés disponibles auprès de la plupart des étudiants et du corps professoral hors campus.

Oui Non

Si c'est oui, veuillez répondre aux questions (a) et (b), sinon allez au numéro 6.

(a) Quelle sorte de publication est la plus utilisée? (cochez tout ce qui s'applique):
brochure/feuillet
calendrier
livret
documentation sur le cours
lettres au corps professoral
renseignements lors de l'inscription
internet/www/Web
autre

(b) Quelle sorte de publication est la plus utilisée?
brochure/feuillet
calendrier
livret
documentation sur le cours
lettres au corps professoral
renseignements lors de l'inscription
internet/www/Web
autre

(c) Si le service de bibliothèque hors campus possède son propre site Internet/page Web, veuillez fournir le localisateur de ressources universel:

6. Bibliothécaire

Au moins un bibliothécaire a la responsabilité à plein temps ou à temps partiel des services bibliothécaires hors campus dans le cadre de sa description de tâches.

Oui Non

Si c'est oui, veuillez répondre aux questions (a) à (c), sinon allez au numéro 7.

(a) Nombre de bibliothécaires ayant des responsabilités à plein temps dans ce domaine:

(b) Nombre de bibliothécaires ayant des responsabilités à temps partiel dans ce domaine:

(c) Est-ce qu'il y a du financement fourni pour ces postes de l'extérieur de la bibliothèque?

Oui Non

7. Personnel de soutien

Au moins un membre du personnel de soutien a des responsabilités à plein temps ou à temps partiel pour les services bibliothécaires hors campus dans le cadre de sa description de tâches.

Oui Non

Si c'est oui, veuillez répondre aux questions (a) à (d), sinon allez au numéro 8.

(a) Nombre de membres du personnel de soutien ayant des responsabilités à plein temps dans ce domaine:

(b) Nombre de membres du personnel de soutien ayant des responsabilités à temps partiel dans ce domaine:

(c) Niveau(x) d'emploi de tous les membres du personnel de soutien (ex: étudiant, assistant bibliothécaire niveau 1 ou 2, etc.):

(d) Est-ce qu'il y a du financement fourni pour ces postes provenant de l'extérieur de la bibliothèque?

Oui Non

8. Instruction bibliographique

Un bibliothécaire fournit de l'instruction bibliographique aux étudiants hors campus par l'intermédiaire de matériel imprimé, vidéo-cassette, téléconférences ou visites sur les lieux du cours.

Oui Non

Si c'est oui, veuillez répondre aux questions (a) à (c), sinon allez au numéro 9.

(a) Quelles méthodes d'instruction sont utilisées? (cochez tout ce qui s'applique):
- matériel imprimé
- visite sur les lieux
- conférences sur le campus
- téléconférences
- vidéo-cassettes
- présentations électroniques

autre

(b) Quelle méthode d'instruction est utilisée le plus fréquemment?
matériel imprimé
visite sur les lieux
conférences sur le campus
téléconférences
vidéo-cassettes
présentations électroniques
autre

(c) D'où vient l'initiative de ce service? (cochez tout ce qui s'applique):
initiative de la bibliothèque à la suite d'une demande perçue
politique pré-établie
demande du corps professoral
demande des étudiants
autre:

(d) Est-ce que ce service est annoncé aux étudiants ou au corps professoral hors campus?

Oui Non sur une base sélective

9. Services informatisés de recherches bibliographiques

Des recherches bibliographiques informatisées sont effectuées pour les étudiants hors campus.

Oui Non

Si c'est oui, veuillez répondre aux questions (a) à (c), sinon allez au numéro 10.

(a) D'où provient ce service? (cochez tout ce qui s'applique):
demande directe des étudiants
initiative de la bibliothèque pour faciliter le processus de recherches sur un sujet
demande du corps professoral pour produire des listes de livres de références
autre:

(b) Est-ce qu'un mécanisme est fourni sur place pour les recherches bibliographiques informatisées?

Oui Non Sur une base sélective

(c) Est-ce que la disponibilité de recherches bibliographiques informatisées est annoncée aux étudiants hors campus?

Oui Non Sur une base sélective

10. Prêts entre bibliothèques

Les demandes de prêts entre bibliothèques pour du matériel qui n'est pas disponible à la bibliothèque propre sont initiées par le personnel de la bibliothèque au nom des étudiants hors campus

Oui Non

Si c'est oui, veuillez répondre aux questions (a) à (c), sinon allez au numéro 11

(a) Comment est-ce que les demandes de prêts entre bibliothèques sont initiées?
(cochez tout ce qui s'applique):
à la demande des étudiants
à l'initiative de la bibliothèque pour obtenir des articles qui ne sont pas dans la collection
à l'initiative de la bibliothèque pour faciliter le processus de recherche
autre:

(b) Est-ce que les livres sont obtenus de bibliothèques de l'extérieur de la province et acheminés aux étudiants hors campus?

Oui Non Sur une base sélective

(c) Est-ce que la disponibilité des services de prêts entre bibliothèques est annoncée aux étudiants hors campus?

Oui Non Sur une base sélective

11. Frais pour les services

Tous les services de bibliothèque pour les étudiants hors campus sont fournis gratuitement.

Oui Non

Si c'est non, veuillez énumérer les services ou les articles pour lesquels il y a des frais et le barème de frais utilisé pour déterminer les coûts:

recherches informatiques

photocopies

prêts entre bibliothèques

affranchissement

autre:

12. Évaluation des besoins

Le personnel de la bibliothèque effectuera des évaluations des besoins pour les cours et les programmes hors campus et puis utilisera ces renseignements pour planifier les services de bibliothèque.

Oui Non

Si c'est oui, veuillez répondre aux questions (a) à (d), sinon allez au numéro 13.

(a) Est-ce qu'il y a un énoncé des objectifs ou des buts pour les services bibliothécaires hors campus qui servent de base pour l'évaluation des besoins?

Oui Non

(b) Comment est-ce que la bibliothèque effectue des évaluations pour les cours ou les programmes hors campus? (cochez tout ce qui s'applique):

questionnaires normalisés
lettre type
correspondance personnalisée
contact par téléphone
réunions avec le corps professoral
discussions informelles
autre:

(c) Quelle est la fréquence des évaluations de besoins effectuées par la bibliothèque (cochez tout ce qui s'applique):

à chaque fois qu'un cours hors campus est offert
à chaque fois qu'un nouveau cours hors campus est présenté
à chaque fois qu'un nouveau programme hors campus est présenté
régulièrement par discipline ou par programme
de manière ponctuelle
autre:

(d) Est-ce qu'il y a un mécanisme formel qui relie les évaluations des besoins au financement des services bibliothécaires hors campus?

Oui Non

13. Évaluation

Les services bibliothécaires et les ressources disponibles aux étudiants hors campus sont révisés et évalués périodiquement.

Oui Non

Si c'est oui, répondez aux questions de (a) à (f), sinon passez au numéro 14.

(a) Qui effectue les évaluations? (cochez tout ce qui s'applique):

la bibliothèque
le corps professoral
une agence centrale sur le campus
autre:

(b) Est-ce qu'il y a un énoncé des objectifs et des buts pour les services bibliothécaires hors campus qui sert de base aux évaluations?

Oui Non

(c) Comment est-ce que les services bibliothécaires hors campus sont évalués ? (cochez tout ce qui s'applique):

dans le cadre de l'évaluation des cours
dans le cadre de l'évaluation du programme
comme processus d'évaluation séparé
autre:

(d) Quelle est la fréquence des évaluations des services bibliothécaires hors campus? (cochez tout ce qui s'applique):

dans le cadre des évaluations normales des cours et des programmes
dans le cadre des évaluations d'un cours ou d'un programme ponctuel
comme processus d'évaluation séparé
comme processus d'évaluation séparé adapté aux besoins du moment
autre:

(e) Est-ce qu'il y a un mécanisme formel qui relie le financement des services bibliothécaires hors campus aux données obtenues par les évaluations?

Oui Non

(f) Est-ce que les services bibliothécaires hors campus sont évalués par rapport aux normes existantes? (cochez tout ce qui s'applique):

lignes directrices des programmes ou de services de l'établissement ou internes
lignes directrices de la CLA pour les services bibliothécaires hors campus
lignes directrices de l'ACRL pour les services bibliothécaires hors campus
autre:

14. Finances/financement

La majorité des services bibliothécaires fournis pour soutenir les programmes d'enseignement hors campus sont financés par l'intermédiaire d'un budget désigné à partir d'un processus financier clairement défini.

Oui Non

Si c'est oui, répondez aux questions de (a) à (c), sinon allez au numéro 15

(a) Comment est-ce que le budget est alloué?

entièrement à partir du budget de fonctionnement
entièrement à partir d'un financement extérieur
en partie du budget de fonctionnement ou d'un financement extérieur
autre:

(b) Est-ce que des montants séparés sont alloués pour les services spécifiques suivants?
[Note: For each category options are: Oui; Non; Partie]

Salaires professionnels
Salaires du personnel de soutien
Collections de base
Téléphone
Photocopies
Affranchissement
Publicité
Enseignement bibliographique
Prêts entre bibliothèques
Recherches bibliographiques informatisées
Évaluations des besoins
Évaluations
www/programmes Web
Développement ou recherche
Autre

(c) Indiquez le niveau qui correspond au financement disponible pour les services bibliothécaires hors campus (en excluant les salaires):

de 0 à 20 000 $
de 20 000 à 40 000 $
de 40 000 à 60 000 $
de 60 000 à 80 000 $
de 80 000 à 100 000 $
plus de 100 000 $

15. Élaboration du programme

Généralement il y a un bibliothécaire qui participe à l'élaboration d'un nouveau cours hors campus ou à distance.

Oui Non

Si c'est oui, répondez aux questions (a) et (b), sinon allez au numéro 16.

(a) Quand est-ce que le bibliothécaire commence à participer? (cochez tout ce qui s'applique):
au moment de la proposition du cours
au début de l'élaboration du cours
une fois que le prof est nommé
autre:

(b) Quel est l'apport normal du bibliothécaire ? (cochez tout ce qui s'applique):
recherches bibliographiques pour l'élaboration du cours
recherches bibliographiques pour les listes des lectures de référence
conseils sur la documentation pour les devoirs et les leçons
commandes de livres
préparation préalable de renseignements pour les étudiants
critique du programme de cours ou de la conception
autre:

16. Accords de coopération

Des accords formels ou informels ont été conclus avec d'autres organismes ou établissements pour améliorer le soutien bibliothécaire pour les étudiants hors campus.

Oui Non

Si c'est oui, répondez aux questions (a) à (d), sinon le questionnaire est terminé. Veuillez réviser les domaines suivants pour des renseignements supplémentaires et remplir les renseignements sur les contacts.

(a) Est-ce que des dispositions ont été prises par un autre organisme pour fournir un service bibliothécaire à l'intention de leurs étudiants hors campus? (cochez tout ce qui s'applique):
privilèges d'emprunt
photocopies
prêts entre bibliothèques
courrier/messager
accès aux services d'indexage
accès au courrier électronique
accès aux services Internet
enseignement d'orientation ou bibliographique
autre:

(b) Est-ce que des dispositions ont été prises par votre établissement avec un autre organisme pour fournir un service bibliothécaire à l'intention de leurs étudiants hors campus? (cochez tout ce qui s'applique):

privilèges d'emprunt
photocopies
prêts entre bibliothèques
courrier/messager
accès aux services d'indexage
accès au courrier électronique
accès aux services Internet
enseignement d'orientation ou bibliographique
autre:

(c) Nombre estimé de fois qu'une entreprise ou une activité de coopération a été initiée avec un autre organisme pour un programme de services bibliothécaires hors campus en 1998-1999 (ou toute période de douze mois):

(d) S'il y a eu des coûts associés aux accords de coopération, comment ont-ils été couverts? (cochez tout ce qui s'applique):

débits exclus ou à titre professionnel gratuit
partagés
recouvrement partiel des coûts
courrier/messager
recouvrement complet des coûts
autre:

Si vous pensez que des renseignements supplémentaires sont nécessaires pour refléter de manière précise les services ou les programmes bibliothécaires hors campus de votre établissement, veuillez les noter ci-dessous ou joindre une feuille séparée avec vos notes. Si votre réponse concerne de l'élaboration à propos d'une question ou d'une sous-question particulière du sondage ci-dessus, veuillez noter la question ou la sous-question appropriée auxquelles vos remarques s'appliquent.

Veuillez fournir des renseignements pour vous contacter si un suivi ou des éclaircissements sont nécessaires.

Nom:
Poste/titre:
Établissement:
Adresse:
Téléphone:
Télécopieur:
Courriel:

Merci d'avoir pris le temps de remplir ce questionnaire. Si vous avez des questions spécifiques ou des préoccupations, n'hésitez pas à me contacter directement...

Chris Adams
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